

State of California
M E M O R A N D U M

Governor's Office of Emergency Services

TO: Sandra Shewry, Director
Department of Health Services

FROM: **Henry Renteria, Director**
Executive Office



DATE: November 16, 2005

SUBJECT: CALIFORNIA DEPARTMENT OF HEALTH SERVICES EMERGENCY
RESPONSE PLAN AND PROCEDURE

This is in response to the October 31, 2005 revised draft of the California Department of Health Services Public Health Emergency Response Plan and Procedures. I am pleased to approve your plan under the provisions of Executive Order W-9-91.

I would underscore the statement in the plan describing it as a dynamic document to be updated to reflect lessons learned from responses and exercises. Future updates will also need to reflect changes that may be made to the Standardized Emergency Management System and the National Incident Management System.

Congratulations on a job well done! I know that this plan is the result of a dedicated effort by the California Department of Health Services under your leadership. I look forward to continued coordination with your Department as we prepare for emergency conditions that will face California in the future.

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California Department of Health Services

Emergency Preparedness Office

PUBLIC HEALTH EMERGENCY RESPONSE PLAN AND PROCEDURES



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California Department of Health Services

CHAPTER ONE

INTRODUCTION TO EMERGENCY OPERATIONS



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Section One

General Information

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1.0 **Introduction**

1.1 **Mission**

The mission of the **California Department of Health Services (CDHS)** is to **protect** and **improve** the **health** of all **Californians**.

1.2 **Purpose and Scope**

Disasters present major public health problems and create a challenge to the public health professional. The **CDHS Public Health Emergency Response Plan and Procedures** provides a basis for state public health related emergency management activities. Public health problems occur at varying times during a disaster. The integration and close coordination of the public health response with that of other emergency response agencies is critical.

Under the coordination of the **Governor's Office of Emergency Services (OES)** and the State Emergency Plan, **CDHS** is charged with the responsibility for **coordinating statewide disaster public health assistance in support of local operations**. **CDHS** also has a supporting role to the **Emergency Medical Services Authority (EMSA)** for disasters involving mass casualties.

This Plan addresses the **CDHS** response to **external** emergencies and disasters. It describes the emergency management concepts and structures under which the public health response will operate, and the roles and responsibilities of federal, state, and local agencies. The plan identifies the responsibilities and activities that apply to the director, the executive staff, each deputy director, and each division, branch, section, and laboratory that have emergency response roles. The responsibilities described in this plan serve as an overall guidance for program specific plans, operating procedures, and checklists designed to carry out these emergency public health functions. The plan is intended to complement the State Emergency Plan and other supporting plans issued by the Governor's OES and is consistent with **CDHS'** responsibilities summarized in the **CDHS Administrative Order**. **CDHS'** Administrative Order has been reviewed and approved by OES in accordance with the provisions of Executive Order W-9-91.

1.3 **Relationship to Other Plans**

This plan augments and supports the State Emergency Plan and details the **CDHS** emergency preparedness, response and recovery activities in response to external public health and medical emergencies or disasters affecting California. Additional **CDHS** plans affect the ability of **CDHS** to

respond to disasters and relate to this plan. All CDHS programs with emergency response authorities will develop and maintain an emergency response plan. All program plans shall follow the CDHS General Emergency Planning Guidance. [Appendix I](#)

CDHS facility-specific Emergency Plans: These plans detail the response to internal emergencies affecting CDHS-owned or occupied facilities. Such emergencies include bomb threats, fires, floods, earthquakes, workplace violence, hazardous material releases, and similar events that affect CDHS work sites. These plans identify response personnel, including emergency coordinators and floor wardens, and include building-specific evacuation plans and procedures. The facility emergency plans are the responsibility of the **CDHS Program Support Branch, Health and Safety Office**, with the assistance and approval of the California Highway Patrol (CHP).

CDHS maintains a Business Recovery and Continuity of Operations plan as an appendix to this plan.

1.4 Public Health Emergencies

Emergencies requiring a Public Health response include:

- Foodborne or Waterborne Disease Outbreak
- Infectious Disease Emergency
- Contamination of a Public Water Supply
- Food or Beverage Contamination
- Nuclear Power Plant or Radioactive Material Incident
- Hazardous or Toxic Materials Incident
- Significant Sewage Spills
- Contaminated Drugs or Medical Devices
- Health Facility Emergency
- Terrorist Acts or Threats
- Major Disasters – including significant earthquakes in a populated area (magnitude 5.0 or greater), nuclear power plant emergencies, major chemical spills or hazardous material release, and similar severe,

unexpected disasters that overwhelm or threaten to overwhelm the local ability to respond.

The plan is a dynamic document that will be updated to reflect lessons learned from emergency responses and exercises, changing response roles and capabilities, and improvements developed through ongoing planning. The plan shall be reviewed every two years to ensure it reflects the most current CDHS responsibilities and statewide policies.

This is the first major revision of the plan since 1994. It incorporates lessons learned from recent disasters, changes in the California Emergency Services Act, and most importantly, the requirement that state agencies utilize the **Standardized Emergency Management System (SEMS)** in a manner consistent with the National Incident Management System (NIMS) when responding to emergencies.

To increase this Plan's effectiveness, public health management and field response personnel should be fully knowledgeable of the **Incident Command System (ICS)** and their role in a response.

1.5 Plan Organization

Chapter One – General Information

Chapter one provides an overview of the structure of emergency operations and the concept by which CDHS will respond to emergencies. It includes the planning assumptions utilized in the plan, and the applicable authorities and references.

Chapter Two – Emergency Responsibilities

Chapter two contains the general emergency responsibilities for each of CDHS' divisions, branches, and sections and the specific responsibilities and activities for each organizational unit with a role in emergency preparedness and response.

Chapter Three – Operations Plan

Chapter three consists of the CDHS Emergency Operations Center (EOC) plan and checklists, which expand on the material within the General Information Chapter of the plan. Contains descriptions of relationships between federal, state, and local agencies with which CDHS Programs must maintain coordination in responding to a disaster; a detailed description of the CDHS EOC; a description of the CDHS relationship to statewide emergency functions; the financial management aspects of disaster response, including accountability, forms, and reimbursement issues; and

listings of the responsibilities and activities which must be coordinated between two or more CDHS departmental programs. This Chapter also includes attachments with forms for Action Plans, Advance Planning, Mobilization Plan, and CDHS EOC Layout.

Plan Appendices

The Appendices include a list of acronyms common to the disaster public health and medical response, a glossary, agreements between CDHS and other entities, the CDHS Administrative Order, the California Governor's Standby Orders, and the general planning guidelines for CDHS Programs.

Plan Annexes

The Annexes include the specific CDHS public health plans that have been developed by their respective programs. These plans include:

- CDHS Nuclear Power Plant Emergency Response Plan
- CDHS Pandemic Influenza Response Plan
- CDHS Strategic National Stockpile Response Plan
- CDHS Bio-terrorism Epidemiological Response Plan
- CDHS Smallpox Response Plan
- All other CDHS program-specific plans and operating procedures.

1.6 Legal References, Emergency Plans, and Supporting Documents

CDHS possesses authorities for incidents that affect public water systems, communicable disease issues, accidents involving radioactive materials or nuclear power plants, large hazardous materials releases, nuclear, chemical or biological terrorism and similar events that affect public health.

California Health and Safety (H&S) Code: Sections 100170-100180: Establishes authority of state to address threats to the public health.

California Emergency Services Act (Government Code, Title 2, Division 1, Chapter 7, Section 8550 et seq): Grants authority to the governor and chief executives to provide for state assistance in organization and maintenance of emergency programs of counties, establishes OES, and establishes mutual aid.

Executive Order No. W-9-91: Establishes CDHS' responsibility to prepare for and respond to emergencies. It mandates emergency preparedness and response assignments for all state agencies and departments under the coordination of OES. [Appendix A](#)

Executive Order No. S-2-05: Directs OES and the Office of Homeland Security, in cooperation with the SEMS Advisory Board to develop a program to integrate the National Incident Management System (NIMS), to the extent appropriate, into the state's emergency management system. OES will identify any statutes or regulations that need to be eliminated or amended to facilitate implementation of NIMS and that OES will report on the status of the implementation of NIMS to the Governor's Emergency Council no later than June 1, 2005. [Appendix B](#)

CDHS Administrative Order No. 79-22: Details the emergency preparedness and anticipated functions of CDHS. This Administrative Order guides OES and CDHS in coordinating priority tasks and programs related to emergency preparedness, response, and recovery in accordance with the OES State Emergency Plan. [Appendix C](#)

Management Memo MM 02-09 (Government Code 14615(B): Requires an emergency notification system and established procedures for state agencies and departments to use internally in relaying information and instructions, before, during and after an emergency. [Appendix D](#)

Memorandum of Understanding, California Department of Health Services and Emergency Medical Services Authority, July 1988: Details the relationship between CDHS and EMSA in planning for and responding to a catastrophic disaster and describes the specific responsibilities of each department. [Appendix E](#)

Memorandum of Understanding, California Department of General Services (DGS), California Department of Health Services and Emergency Medical Services Authority, December 1988: Details the responsibilities of DGS, CDHS and EMSA relative to the planning for the identification, acquisition and procurement of medical and pharmaceutical supplies and other equipment as necessary to mitigate the medical and health impact of victims after an emergency. [Appendix F](#)

The Governor of California Emergency Standby Orders: Executive Orders that can be initiated by the Governor of California during a proclaimed state of emergency or a state of war emergency. [Appendix G](#)

Regional Disaster Medical/Health Coordinator Emergency Plans: These plans are prepared by each Regional Disaster Medical/Health Coordinator to describe their local disaster response roles. [Appendix H](#) for contact information to obtain copies.

California Disaster and Civil Defense Master Mutual Aid Agreement: State agreement to furnish resources and facilities, and to render services to prevent and combat any type of disaster in accordance with duly adopted mutual aid operational plans.

[http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/California%20Master%20Mutual%20Aid%20Agreement/\\$file/CAMasterMutAid.pdf](http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/California%20Master%20Mutual%20Aid%20Agreement/$file/CAMasterMutAid.pdf)

Hazardous Material Incident Contingency Plan, Office of Emergency Services, November 1990: State policies and procedures developed for incidents that involve hazardous materials. Contact OES for copy.

Governor's Office of Emergency Services, California Emergency Plan, May 1998: Defines the emergency management system used for all emergencies in California. The plan describes the State government's response to disasters, including the response of all levels of government and certain private sector organizations to all natural and man-made emergencies, which threaten life, property, and the resources of California. It focuses on the basic requirements for disaster management and coordination under SEMS. It is intended to be used in conjunction with city, county, operational areas, and state agency plans and associated standard operating procedures.

[http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/California%20Emergency%20Plan/\\$file/CEP.pdf](http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/California%20Emergency%20Plan/$file/CEP.pdf)

United States Department of Homeland Security (USDHS), National Response Plan, January 2005: The National Response Plan establishes a unified and standardized approach within the United States for protecting citizens and managing homeland security incidents. All federal agencies that may be required to assist or support during an incident will use this Plan. The National Response Plan standardizes federal incident response actions by integrating existing and formerly disparate processes. The Plan uses NIMS to establish standardized training, organization, and communications procedures for multi-jurisdictional interaction and clearly identifies authority and leadership responsibilities. The Plan also provides a comprehensive framework for private and non-profit institutions to plan and integrate their own preparedness and response activities, nationally and within their own communities. The Plan incorporates the Robert T. Stafford Disaster Relief and Emergency Assistance Act in Part II, Planning Assumptions and Considerations. <http://www.dhs.gov/nationalresponseplan>

Robert T. Stafford Disaster Relief and Emergency Assistance Act, 93 Pub. L. No. 288, 88 Stat. 143 (1974) (codified as amended at 42 U.S.C. § 5121-5206, and scattered sections of 12 U.S.C., 16 U.S.C., 20 U.S.C., 26 U.S.C., 38 U.S.C. (2002)). The Robert T. Stafford Disaster Relief and Emergency Assistance Act establishes the programs and processes for the Federal Government to provide disaster and emergency assistance to States, local governments, tribal nations, individuals, and qualified private nonprofit organizations. The provisions of the Stafford Act cover all hazards including natural disasters and terrorist events. Relevant provisions of the Stafford Act include a process for Governors to request Federal disaster and emergency assistance from the President. The President may declare a major disaster or emergency: <http://www.fema.gov/library/stafact.shtm>

NIMS, March 1, 2004: Developed under Homeland Security Presidential Directive (HSPD)-5, Management of Domestic Incidents by United States Department of Homeland Security. This system provides a consistent nationwide incident management approach for the Federal, State, local, and tribal governments to work effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. <http://www.fema.gov/nims/>

1.7 Planning Assumptions

The following assumptions provide the framework under which this plan is written. These assumptions are not intended to be all inclusive, rather to serve as the basis of understanding as to how public health may be affected in a disaster that requires the services of CDHS.

Assumptions:

CDHS will plan, train, exercise, and respond to emergencies using SEMS.

During catastrophic events, systems in place to protect the health and safety of Californians may be disrupted or overloaded during catastrophic events.

Significant public health issues (e.g., drinking water, food safety, etc.) may occur in the affected area.

A catastrophic event in California may cause loss of life and widespread severe damage in the affected area, including damage to health care facilities and other medical and public health resources.

Catastrophic events may create large numbers of injured or displaced individuals who will require at least minimum level of care and will create

the requirement to temporarily shelter a large portion of the directly impacted population.

Significant damage may be sustained by the health delivery system, not only for emergency care but also for primary and preventive care and public health services.

Communications with the affected area may be disrupted after the event. There may be an initial deficit of information from the affected area. Redundant types of communication, such as amateur radio, may assist with communications to the affected areas.

Ground travel into the most severely affected areas may be very limited at best, and many roads may be impassable.

Specialized transportation, such as helicopters and small fixed wing aircraft, may not be available for the sole use of CDHS.

CDHS offices in affected areas may be unable to meet local needs without assistance from offices in other regions. CDHS offices may be unable to communicate effectively with other areas, and may have to relocate their operations.

CDHS personnel may be reluctant or unable to assume emergency response functions until the safety and welfare of their homes and families are assured.

Section Two

Structure of Emergency Operations

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2.0 Operational Priorities

In the event of a public health-related disaster where multiple response, recovery, and mitigation activities may be occurring at the same time utilizing resources scarce resources, prioritization may be necessary in order to meet operational goals and objectives. The following provides examples of the operational priorities considered when responding to a public health disaster.

2.1 Special consideration is given to the following priorities when conducting emergency operations:

- Protecting life (highest priority), property, and the environment.
- Meeting the immediate emergency needs of people, including rescue, medical care, food, shelter, and clothing.
- Temporarily restoring facilities, whether publicly or privately owned that are essential to the health, safety, and welfare of people (such as medical, sanitation, water, electricity, and emergency road repair).
- Meeting the rehabilitation needs of people, including provision of temporary housing, food stamps, and employment.
- Mitigating hazards that pose a threat to life, property, and the environment.

2.2 Emergency Time Sequence

This plan may be implemented based on the following phases, as the unfolding situation demands

2.2.1 Preparedness Phase

Programs with emergency responsibilities will prepare supporting plans, Standard Operating Procedures, and checklists detailing their emergency response operations and disposition of resources in an emergency. Such plans and procedures will provide for appropriate coordination and communication channels among programs. The plans should include provisions for CDHS response staff to address training in emergency operations and plan implementation. Resource listings should be prepared and kept current.

Other preparatory tasks that CDHS will implement include the following:

- Develop, update, and disseminate disaster public health plans, procedures, and guidelines.
- Establish, coordinate and maintain relationships with state and federal agencies that have public health response roles.
- Encourage and assist in the development of OA and regional public health disaster response plans.

2.2.2 Increased Readiness Phase (Developing Crisis)

Actions will include plan familiarization, Standard Operating Procedures (SOP), and resource information; increasing public information efforts; inspecting, dispensing, or relocating equipment; and alerting auxiliaries and reserves.

2.2.3 Pre-Impact Phase (Disaster Inevitable)

Actions taken during this phase will be precautionary in nature, with CDHS' response based on the developing situation. Appropriate actions might include issuing warnings and preparation advisories, establishment of emergency communication systems, liaison with appropriate agencies and programs, and initiating preparations for emergency response.

2.2.4 Immediate Impact Phase

Actions taken during this phase will concentrate on the immediate well being of people affected by a disaster.

2.2.5 Sustained Response Phase

During this phase initial lifesaving and property protecting actions continue, but attention can be given to other priority activities, such as identification and alleviation of developing problems, and identification and development of additional resources.

2.2.6 Recovery Phase

The establishment of recovery needs and priorities will be coordinated by the State OES Director, who will, at the earliest feasible time, bring together representatives from appropriate federal, state, local, and voluntary agencies for this purpose. Each department will provide relevant documentation and recommendations for this planning activity.

2.3 Emergency Proclamations

There are three types of proclamations of emergency in the State of California: Local emergency, state of emergency, and state of war emergency. During a state of emergency or a state of war emergency, the Governor has complete authority over all agencies of State government. For specific information regarding emergency declarations, powers of the Governor, and authorities of jurisdictions, refer to the California Emergency Services Act.

2.3.1 Local Emergency

The local governing body or a duly authorized local official may proclaim a local emergency as described in the California Emergency Services Act and as provided for in its local emergency ordinance. A local emergency means the duly proclaimed existence of disaster or extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission. Local proclamations may authorize additional emergency authorities for local officials in accordance with their local ordinance.

2.3.2 State of Emergency

A disaster may be of such magnitude that it requires extraordinary action by the State in order to protect the lives, property, and environment of its citizens. The California Emergency Services Act allows the Governor to proclaim a state of emergency "...when the existence of conditions of disaster or of extreme peril to the safety of persons and property within the State caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a State of War

Emergency which conditions, by reasons of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission.”

2.3.3 State of War Emergency

If a state of war emergency exists, all provisions associated with a state of emergency apply as stated above. All State agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor, as provided in the California Emergency Services Act. A state of war emergency “exists immediately, with or without a proclamation thereof by the Governor, whenever this State or nation is attacked by an enemy of the United States, or upon receipt by the State of a warning from the federal government indicating that such an enemy attack is probable or imminent.”

2.4 Statewide Emergency Management

This plan provides the framework and structure to provide for CDHS to carry out tasks assigned under the Governor’s emergency authorities. The emergency response of governmental agencies in California is an extension of day-to-day operations. Emergency operations rely on the normal authority and responsibilities of government, plus police powers that may be invoked by executive authority under specified conditions. To meet the challenges posed by a disaster, all levels of government must work together effectively, along with the private sector, business, and industry, community based organizations, and volunteers.

2.5 SEMS

SEMS is the system required by Government Code §8607 (a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of **five organizational levels** that are activated as necessary: **Field response, local government, operational area, (mutual aid) Region, and State**. SEMS incorporates the use of ICS, the Master Mutual Aid Agreement, existing discipline-specific mutual aid, the OA concept, and multi-agency or inter-agency coordination. SEMS helps unify all elements of California’s emergency management organization into a single integrated system. Its use is required for State response agencies. Local government agencies must use SEMS to be eligible for

State funding of certain response-related personnel costs resulting from a disaster.

2.6 The Five SEMS Organization Levels

State - Statewide resource coordination integrated with federal agencies.

Regional - Manages and coordinates information and resources among operational areas.

OA - Coordinates and supports information, resources, and priorities among responsible jurisdictions within the boundary of a county.

Local - County, city, or special districts.

Field - On-scene responders.

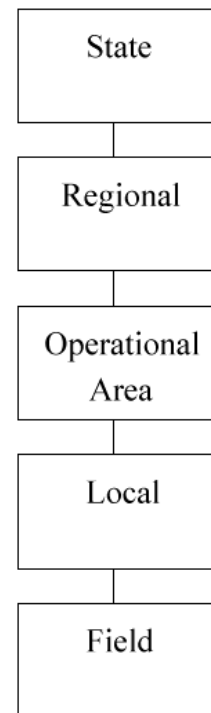


Figure 1-2.6:
SEMS Levels

2.7 The California Emergency Organization

The five SEMS organization levels, together with the private sector, are collectively referred to as **the California Emergency Organization**. This organization represents all resources available within the State that may be applied in disaster response and recovery phases. It operates from established **EOCs** at all levels of government, as well as in many businesses and industries. The goal is to support emergency activities to protect life, property, and the environment. During a state of war emergency, a state of emergency, or a local emergency, the OES Director will coordinate the emergency activities of all State agencies (California Emergency Services Act, §8587). In addition, a number of discipline-specific mutual aid subsystems have been developed in California to support the emergency management structure.

Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies. Such agencies have jurisdiction at the State level for those emergencies or disasters. In some cases there may be joint response, requiring a Unified Command for coordinated response between State and

local jurisdictions (e.g., hazardous material, nuclear power plant, and terrorism emergencies).

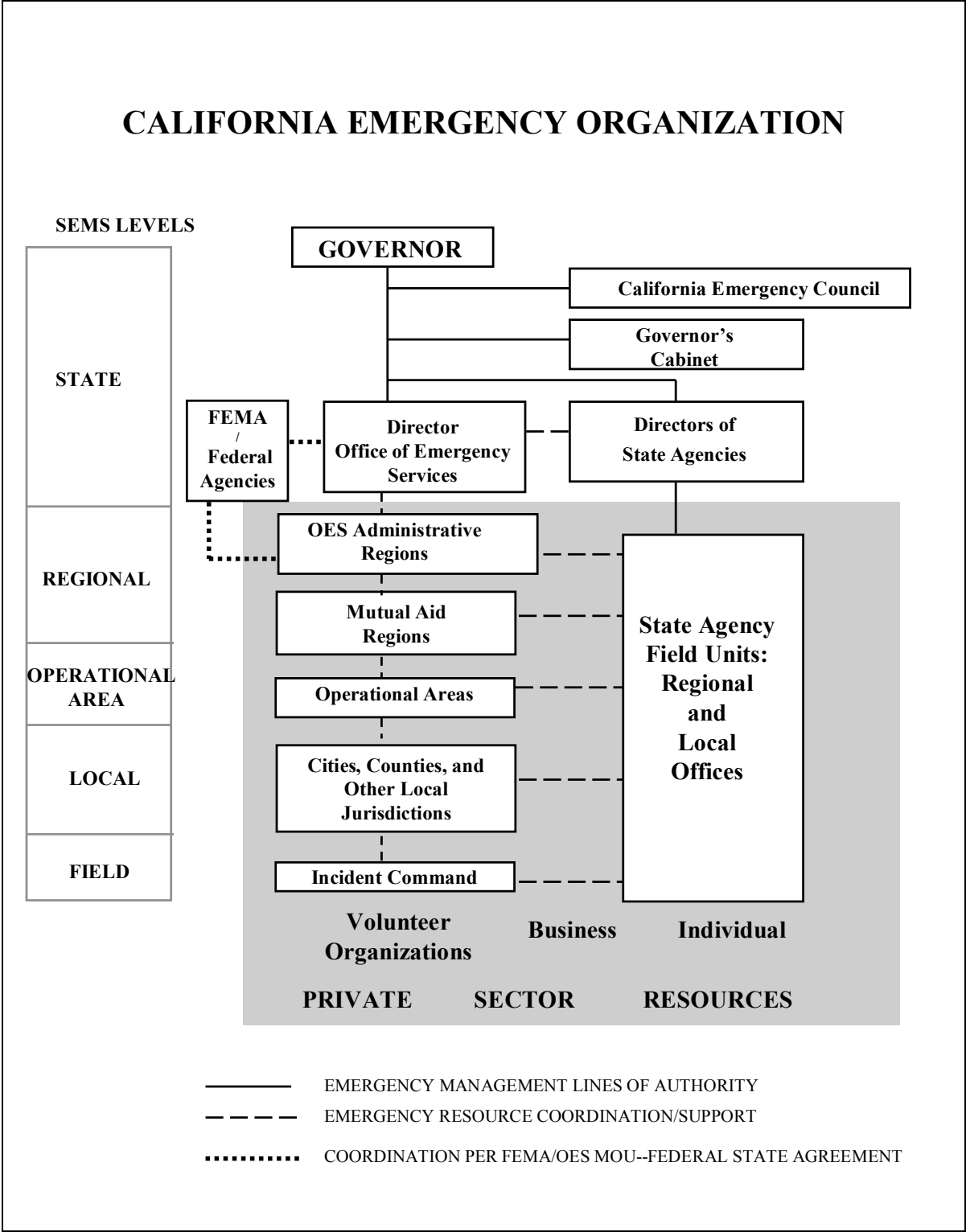


Figure 1-2.7 California Emergency Organization

2.8 Mutual Aid

Incidents frequently require responses that exceed the resource capabilities of the affected response agencies and jurisdictions. When this occurs, other agencies, local governments, and the State provide mutual aid. Mutual aid is voluntary assistance and is intended to provide additional resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

Mutual aid is provided among local jurisdictions and the state under the terms of the California Disaster and Civil Defense Master Mutual Aid Agreement. This agreement was developed in 1950 and has been adopted by most of California's incorporated cities, all 58 counties, and the state.

2.9 Mutual Aid System

The mutual aid program in California has developed statewide mutual aid plans. These systems, operating within the framework of the Master Mutual Aid Agreement, allow for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and state with the intent to provide requesting agencies with adequate resources. Generally, when local capabilities are exceeded, mutual aid is provided, first from surrounding communities and then from other regions and the State.

Several discipline-specific mutual aid plans have been developed, including fire and rescue, law enforcement, medical and public health, and public works. The adoption of SEMS does not alter existing mutual aid plans. These plans work through local government, operational area, regional, and state levels consistent with SEMS.

Mutual aid may also be obtained from other states. Inter-state mutual aid may be obtained through direct state-to-state contacts, pursuant to inter-state agreements and compacts, or may be coordinated through federal agencies.

2.10 Mutual Aid Coordinators

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional, and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility, and to pass on unfilled requests to the next level.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid plans are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional, and state levels. The flow of resource requests and information among mutual aid coordinators is illustrated by Figure 3.

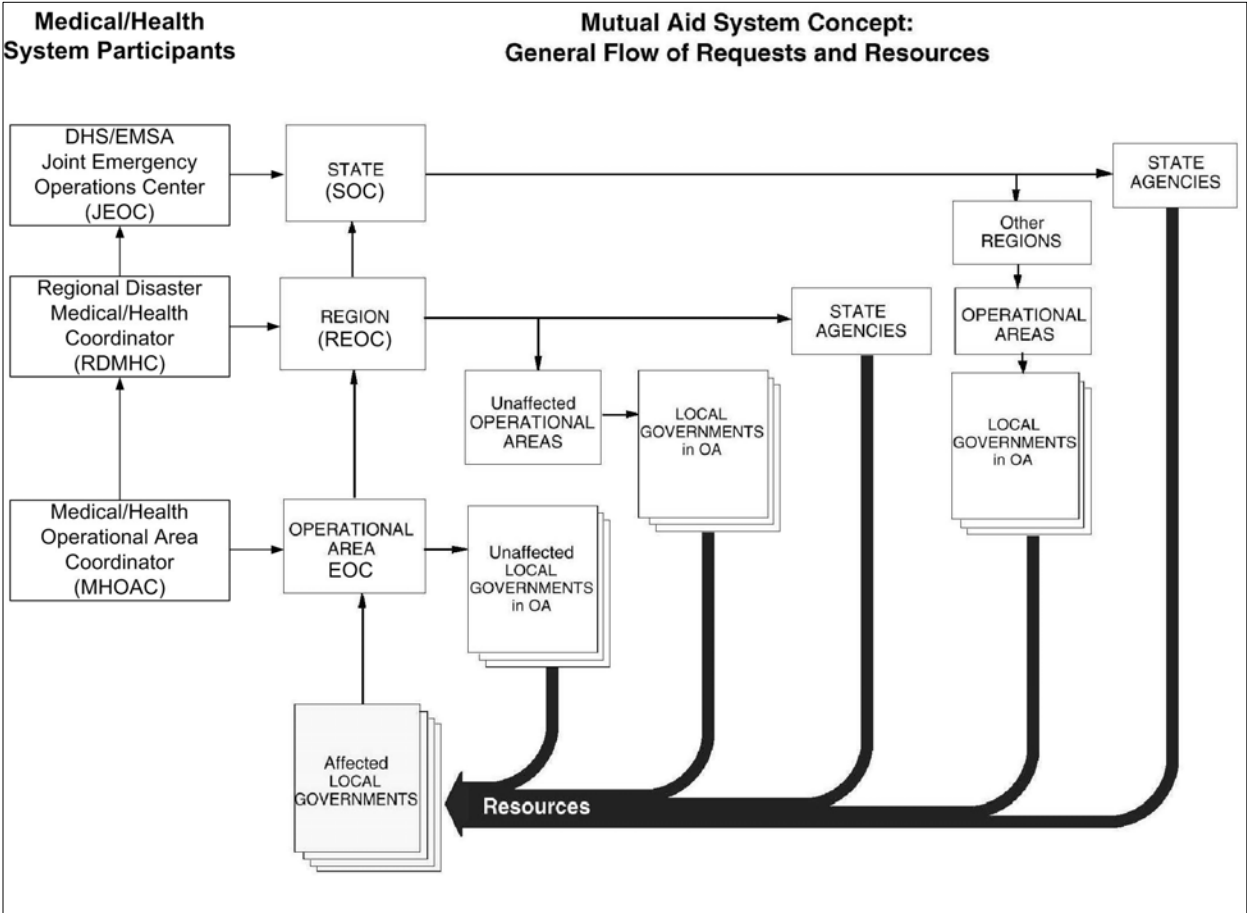


Figure 1-2.10 Mutual Aid Flow

2.11 Concept of California Emergency Requesting Process

Resource requests for response and recovery originate at the level of government with unmet needs and are progressively forwarded to the next higher level until filled. For example, if an OA is unable to provide the necessary requested assistance, it may contact the OES Region at the **Regional Emergency Operations Center (REOC)** and forward the request. **For Health and Medical resources**, the OA Medical Health Operational Area Coordinator (MHOAC) should contact the Regional Disaster Medical Health Coordinator (RDMHC) to fulfill the request (see 3.9 of this chapter).

When support requirements cannot be met with State resources, the State requests assistance from those federal agencies having statutory authority to provide assistance in the absence of a Presidential Declaration. The State may also request a Presidential Declaration of an Emergency or Major Disaster under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288 as amended.

2.12 Established Public Health Protocols

All public health functions shall be incorporated into the SEMS system and shall have operational procedures to incorporate the use of SEMS.

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Section Three

**Concept of Operations and Emergency
Management Organization**

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3.0 Concept of Operations and Emergency Management Organization

3.1 Field

Many local emergency response organizations have direct control of resources and response functions at the site of a disaster. These organizations command response personnel and resources to carry out tactical decisions and activities within their jurisdiction.

3.2 Incident Command

The on-scene management of the disaster response, particularly at individual sites such as fires, search and rescue operations, hazardous materials spills, and similar operations is conducted under the **ICS**. This system is used by fire and police departments throughout California, and provides a basic, tested management structure that is applicable to both small day-to-day situations as well as very large and complex incidents. Coordination of the field response occurs at the **Incident Command Post (ICP)**.

3.3 ICP Resource Requests

Requests for assistance at the ICP are processed by an OA EOC or **Department EOC** depending on the magnitude of the incident.

3.4 Local Government

Local government includes counties, cities, and special districts within an OA. They conduct formal multi-agency EOC operations, and have the primary responsibility for the protection of the health, safety, property and resources of their residents.

City and county health officers are authorized by the H&S Code to take any preventive measure necessary to protect and preserve the public health from any public health hazard during a local emergency or state of emergency within their jurisdiction. Preventive measures include abatement, correction, removal, or any other protective step which may be taken against any public health hazard that is caused by a disaster and affects the public health.

The **Local Health Officer (LHO)** may proclaim a local emergency if he or she has been specifically designated to do so by ordinance adopted by the governing body of the jurisdiction (H&S Code, §101310). When a **health emergency has been declared by a LHO or board of supervisors, the LHO has** supervision and control over all environmental

health and sanitation programs and personnel employed by the county during the state of emergency.

3.5 OA

An OA consists of the county and all political subdivisions within the geographical area of the county. California is comprised of 58 OAs. The OA coordinates information, resources, and priorities among the local governments within the operational area, and between the regional level and local governments. This coordination is accomplished through the **OA EOC**.

3.6 Medical/Health Operational Area Coordinator (MHOAC)

Medical and health coordination, at the OA level, during catastrophic events is accomplished through the designated **MHOAC**. This position is either the LHO or a designated representative tasked by the LHO, Board of Supervisors or the County OES Director. The MHOAC is responsible for coordinating mutual aid support within the OA, responding to mutual aid resource requests, facilitating the development of local medical/health response plans and implementing the medical/health plans during a disaster response. The MHOAC coordinates with the County OES for development of medical and health response procedures in support of OA operations. During a disaster the MHOAC directs the medical/health branch of the OA EOC, establishes priorities for medical/health response and requests medical/health resources through the OA EOC.

3.7 OA Resource Requests

Requests for assistance at the OA EOC that cannot be handled by the OA alone are forwarded to the next level, which is the appropriate **Mutual Aid Region**.

3.8 Regions

There are three OES Administrative Regions (Inland, Coastal, and Southern) in California and six Mutual Aid Regions for general mutual aid coordination (Figure 3.1). The State OES Administrative Regions manage and coordinate information and resources among OAs within mutual aid regions designated pursuant to Government Code 8600, and among the OAs and State agencies during emergency mitigation, preparedness, response, and recovery activities. OES coordinates assistance and support to the OAs from an REOC. There is an REOC in each OES Administrative Region. Whenever one or more OA EOC is activated, OES will activate the corresponding REOC.

3.9 RDMHC

For Health and Medical resources, each of the six OES Mutual Aid regions has a **RDMHC**. The RDMHC is a volunteer from one of the OAs within a Mutual Aid region. Individuals serving as the LHO, EMS administrator or medical director, or the County emergency services coordinator are eligible to serve as the RDMHC (H & S Code, §1797.152).

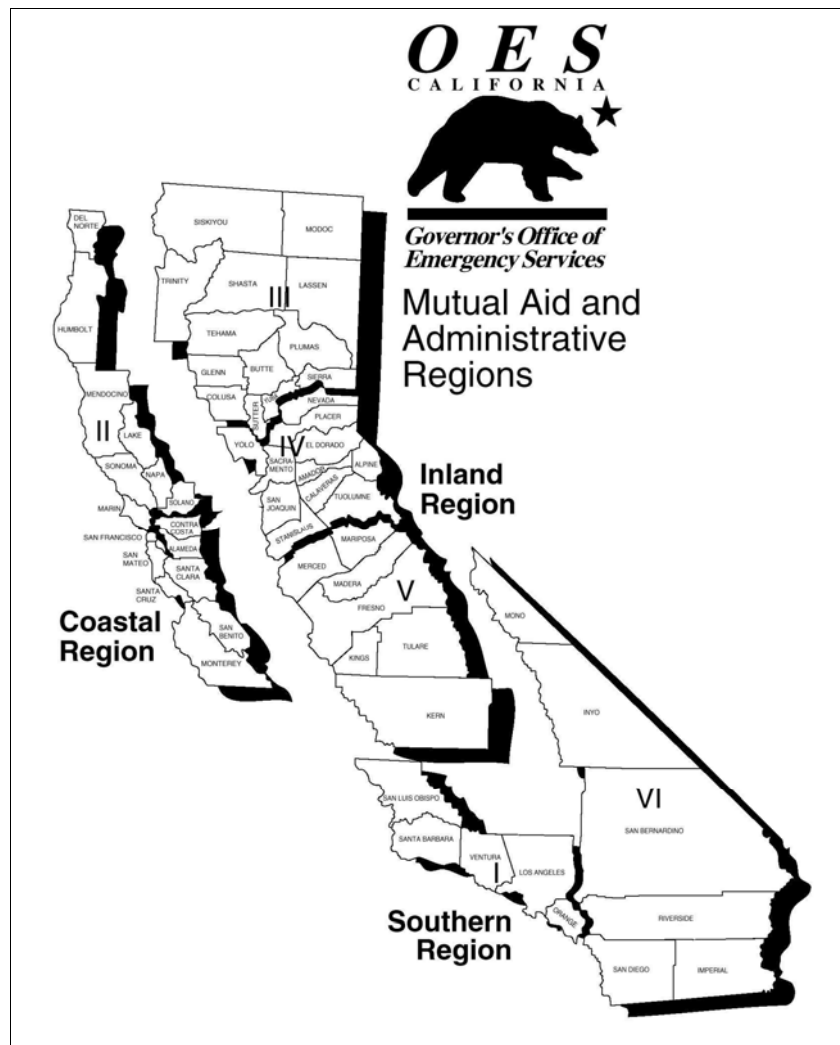


Figure 1-3.8 OES Regions

The principal function of the RDMHC during a disaster is to act as an agent of the State for the purpose of locating, mobilizing and deploying mutual aid resources at the request of State officials in support of mutual aid requests from other impacted regions. Additionally, the role of the RDMHC has evolved to include permitted actions including:

- Develop plans and procedures to coordinate disaster medical and health mutual aid within the region;
- Coordinate the acquisition and allocation of critical public, private, and other resources from the operational areas within his or her region as needed to support disaster medical care and public health operations in an affected county or another region;
- Coordinate medical and public health resources within his or her region to support affected operational areas;
- Request assistance from CDHS or EMSA when needed;
- Manage the receipt and distribution of casualties evacuated from a disaster; and
- Coordinate with the other regions on medical and health mutual aid issues and responses.

3.10 RDMHS

The **RDMHS** supports the RDMHC via the development of medical and health planning, preparation and coordination at the OA and regional response levels.

3.11 Regional Resource Requests

Requests that cannot be filled within the Mutual Aid Region are forwarded to the state. **For public health resources**, requests are forwarded **to CDHS** through the CDHS EOC. The CDHS EOC will coordinate all resource requests with the appropriate OES Region.

3.12 Disaster Support Areas

The state and federal government establish Mobilization Centers, also known as Disaster Support Areas, as close as possible to the disaster area. The primary purpose of a mobilization center is the amassing and deployment of resources to support local needs. One or more mobilization centers may be established depending on the availability of facilities and access to transportation, particularly the ability to handle large aircraft.

Section Four

State Government

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4.0 **State Government**

4.1 **The Governor**

The Governor is the chief constitutional officer of the State. The emergency powers of the Governor are described in the California Emergency Services Act.

4.2 **The California Emergency Council**

The California Emergency Council is the official advisory body to the Governor during times of emergency and on matters pertaining to emergency preparedness.

4.3 **The Governor's Office of Emergency Services**

OES performs executive functions assigned by the Governor. The Director coordinates the State's disaster preparedness, response, recovery, and mitigation activities, assisted by state agencies under the authority of the California Emergency Services Act, Executive Order W-9-91, California Disaster and Civil Defense Master Mutual Aid Agreement, and the California State Emergency Plan.

Upon direction of the Governor, the Director of OES may assign to a State agency any activity concerned with the mitigation of an emergency related to its statutory authorities. OES may, upon direction of the Governor, assign a State agency to perform a service outside its normal statutory responsibility during a State of Emergency or State of War Emergency. OES, acting for the Governor, reserves the right to redirect resources based on an assessment of the totality of circumstances.

In a disaster in which any REOC is activated, OES will activate the **State Operations Center (SOC)**. The SOC coordinates resources among the regions and also serves as the State's coordination point for requests for federal assistance. The SOC also coordinates information to the Governor, Legislature, and other agencies. OES, through the **Joint Information Center (JIC)**, coordinates information from all state agencies to the public and media for statewide distribution during an event.

4.4 **Role of State Agencies**

State agency means any department, division, independent establishment, or agency of the executive branch of state government.

State agencies carry out assigned activities related to mitigating the effects of an emergency or disaster in full cooperation with each other, OES, and other political subdivisions providing assistance.

As a signatory to the California Disaster and Civil Defense Master Mutual Aid Agreement, State government and all its departments and agencies, and the various political subdivisions of the state, render mutual aid to affected jurisdictions when requested. State agencies may be requested to provide support under specific emergency or disaster situations even if the support task is not assigned in the State Emergency Plan.

In addition, all public employees are Disaster Service Workers and, as such, may be called upon to respond in a duly proclaimed emergency.

4.5 CDHS

CDHS is the lead State agency for the protection of public health. It is charged in the State Emergency Plan and an Administrative Order to coordinate statewide public health assistance in support of local operations. CDHS also carries out statutorily mandated response activities such as ensuring the safety of public drinking water supplies; ensuring safe food, drugs, medical devices, cosmetics, and consumer products at the manufacturer or wholesale level; protecting public health from radiological hazards; and ensuring the ability of health facilities to provide adequate patient care.

4.6 EMSA

EMSA is the lead state agency for response to a medical disaster. Under the authority of the H&S Code and State Emergency Plan, EMSA coordinates the State's disaster medical response by mobilizing and coordinating emergency medical services mutual aid resources.

4.7 CDHS EOC

The State Public Health response is coordinated from the CDHS EOC. It coordinates information and resources in support of the local public health response to the affected area. The CDHS EOC is staffed with personnel from all CDHS Divisions as necessary. A major responsibility of the CDHS EOC is the acquisition of personnel, supplies, and equipment when a mutual aid region is overwhelmed. In addition, the medical response to a mass casualty incident or catastrophic disaster may be supported with EMSA pursuant to H&S Code Section 1797.150 via the CDHS EOC.

4.8 Federal Government

Following a Presidential Declaration of Emergency, Federal agencies, under the coordination of the Federal Department of Homeland Security and the Federal Emergency Management Agency (FEMA), will make their resources available to support state or local emergency response efforts. Federal agencies can provide direct assistance, technical assistance, and professional and technical personnel to augment state and local responders.

The handling of requests for federal assistance or assistance from other states, and the receipt, allocation, and integration of federal or out-of-state resources is the responsibility of the State OES. However, it is the responsibility of individual state agencies to coordinate with federal and out-of-state counterpart agencies and ensure current knowledge of their emergency resources, means of utilization, and ensure a level of preparedness.

4.9 Federal Public Health Response

Federal agencies with disaster public health functions include the Department of Health and Human Services (DHHS) and the Environmental Protection Agency. DHHS agencies include the Centers for Disease Control and Prevention (CDC), U.S. Public Health Service (USPHS), and the Food and Drug Administration (FDA).

The Federal Government provides resources during a disaster by activating **Emergency Support Functions (ESF)** outlined in the National Response Plan. **ESF #8** provides supplementary assistance to State and local governments to meet medical and health needs of impacted populations. The **USPHS** is the lead agency for **ESF #8**. ESF #8 is the mechanism that provides health and medical resources and technical personnel to support State response activities and needs. Upon notification of an emergency, USPHS will activate ESF #8 at both the regional and national level. USPHS personnel co-locate with the United States Department of Homeland Security Regional Coordination Center (RRCC), at the Joint Field Office when established, and will provide support to the SOC.

4.10 Federal Medical Response

The National Disaster Medical System (NDMS) serves as the conduit for requests for federal assistance in mass casualty disasters. NDMS is a joint program of the USPHS, DOD, VA, and FEMA. When activated following a major disaster, NDMS will provide Disaster Medical Assistance

Teams (DMAT) to support patient care operations in the disaster area and will coordinate the evacuation of casualties to medical care outside of the state.

4.11 Military Support to Civil Authorities

Military resources are available only when response and recovery activities are beyond the capability of civilian resources to respond. Responsibility to coordinate and assign federal military resources in support of emergency response requests, other than National Guard and certain local military resources, rests with the Director of Military Support. The Defense Coordinating Officer located in the Joint Field Office validates and coordinates the Military Support to Civilian Authorities program mission requests for federal resources. After a Presidential disaster declaration has been made, all requests for federal military assets must be made through OES via the mutual aid system and SEMS.

4.12 Private Sector

An important part of the emergency organization is the private sector. Business and industry own or have access to substantial response and support resources. Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable resources and services before, during, and after a disaster. These resources can be effective assets at any level. Examples of such organizations with medical or health-related roles include the American Red Cross and the Salvation Army, which have significant responsibility for the provision of mass care and shelter, community clinics, medical supply and pharmaceutical vendors, hospitals, and other health facilities

The roles, responsibilities, and participation of the private sector during incidents vary based on the nature of the organization and the type and impact of the disaster. The roles of private-sector organizations are summarized below.

- **Impacted Organization or Infrastructure:** Private-sector organizations may be affected by direct or indirect consequences of the incident, including privately owned critical infrastructure, key resources, and those main private-sector organizations that are significant to local, regional, and national economic recovery from the incident. Examples of private infrastructure include transportation, telecommunications, private utilities, financial institutions, and hospitals.
- **Response Resource:** Private-sector organizations provide response resources (donated or compensated) during an incident - including

specialized teams, equipment, and advanced technologies – through local public-private emergency plans, mutual aid agreements, or incident-specific requests from government and private-sector-volunteered initiatives.

- **Regulated and/or Responsible Party:** Owners/operators of certain regulated facilities or hazardous operations bear responsibilities under the law for preparing for and preventing incidents from occurring, and responding to an incident once it occurs. For example, Federal regulations require owners/operators of Nuclear Regulatory Commission (NRC) – regulated nuclear facilities and activities to maintain emergency (incident) preparedness plans, procedures, and facilities and to perform assessments, prompt notifications, and training for a response to an incident.
- **State/Local Emergency Organization Member:** Private-sector organizations may serve as an active partner in local and State emergency preparedness and response organizations and activities.

4.13 CDHS Roles and Responsibilities

CDHS may take any necessary action to protect and preserve the public health. CDHS may conduct studies, demonstrate innovative techniques, evaluate existing projects, provide training, and disseminate information.

During disasters, CDHS establishes State-level public health response policies and priorities, and coordinates with impacted regions and OAs to assess the public health response situation. Additionally, CDHS is responsible for the procurement of public health personnel, equipment, and supplies to support the public health needs of the impacted OA if requested through the mutual aid resource request process. CDHS coordinates with CDC, USPHS and other federal agencies for public health and medical disaster response resources and planning activities.

4.14 Undeclared Incidents

During **undeclared incidents**, CDHS may provide public health field staff to an incident by request from the OA via the mutual aid resource request process. Any CDHS staff that are requested to an incident in this manner shall report to the incident as an **Agency Representative or Technical Specialist in the Planning Section**. Technical Specialists, in ICS, are individuals with specialized skills and knowledge pertaining to some critical aspect of an incident or disaster. If CDHS staff have established a different role (other than technical specialist), in the local command structure, they shall be placed in the appropriate Section to provide expertise to the incident. OES will provide a Mission/Tasking number to

CDHS that will allow the tracking of expenses and validate the request. It is the responsibility of the individual CDHS programs to track expenses and resources associated with any of these types of requests. If additional resources are needed, the programs will coordinate back through the REOC to ensure the Mission/Tasking number can be updated.

CDHS personnel who respond to emergencies must be familiar with ICS and where they fit into the organizational structure. If a CDHS program has jurisdictional authority for any part of an incident, program staff should be represented at the incident in the Unified Command structure. An example of such responsibility includes an emergency that impacts a CDHS-regulated water system; health facility; food, drug or medical device manufacturer or wholesaler; radioactive-material licensee, act of terrorism, or similar event. To ensure full integration of CDHS program staff into a Unified Command Structure, CDHS field response staff must receive training in the use of ICS.

4.15 Activation of CDHS Emergency Response Organization

The Emergency Preparedness Office (EPO) will activate the CDHS EOC at the level required, at the direction or request of one or more of the following:

- The Governor's Office of Emergency Services
- The Director of CDHS
- The EPO Deputy Director
- The EOC Director
- A CDHS Division Chief requesting support for a statutory response or responding to a request from CDHS field personnel requesting support at a level that would require the activation of the CDHS EOC
- CDHS personnel operating as an Agency Representative or Technical Specialist at a REOC or SOC.

CDHS will employ the SEMS Activation Criteria below to determine whether the CDHS EOC should be activated:

- resources required are beyond a CDHS program's capability to provide adequate support;

- the event or emergency will be of long duration requiring a sustained operational response;
- major agency policy decisions may be needed;
- a State Proclamation or Federal Declaration is declared or imminent; and
- activation of the SEMS functions in the CDHS EOC would facilitate the successful management of the event or emergency.

Following an activation of the CDHS EOC, the **CDHS emergency response organization** will be activated. The **CDHS emergency response organization** is the collective organization of all CDHS staff, resources, response mechanisms, and management systems that assist in a disaster response. The CDHS EOC will serve as the central point of coordination for the CDHS emergency response organization.

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Section Five

General Emergency Responsibilities

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5.0 **General Emergency Responsibilities**

5.1 **CDHS Duty Officer**

- 24 hours a day, 7 day a week contact for OES Warning Control Office and OES Executive Duty Officer. Receives notifications and alerts on issues that affect public health statewide.
- 24 hours a day, 7 day a week contact for internal CDHS program duty officers, such as Division of Communicable Disease Control Duty Officer and the Licensing and Certification Program Duty Officer.
- Ensures that information regarding emergency public health events is relayed to the appropriate CDHS program. For example, in a major disaster, the CDHS EPO is contacted to initiate the activation of the **CDHS emergency response organization**.

5.2 **CDHS Director**

- In coordination with the CDHS EPO, activate the CDHS emergency response organization as appropriate.
- Ensure close coordination and communication of CDHS activities with the California Health and Human Services Agency, Governor's Office of Emergency Services, California Emergency Council, and the Governor.
- Activate the CDHS/EMSA **Disaster Policy Council** to make high-level policy decisions. The CDHS/EMSA Disaster Policy Council is hereafter referred to as the Disaster Policy Council.
- Provide policy direction to the emergency response organization coordinated by the CDHS EOC.
- Ensure that all necessary CDHS resources are directed to respond to the emergency.
- Ensure that continuity of CDHS management and operations is maintained.

5.3 **Executive Staff**

- Staff the Disaster Policy Council at the request of the Director to ensure consensus on policy decisions and carry out these decisions within their affected programs.

- Ensure that staff is provided for the CDHS EOC, and to respond to CDHS, state, or local agency mutual aid needs upon request.
- Support CDHS Division Chiefs and staff in statutorily mandated response activities.

5.4 CDHS Division Chief

- If it is anticipated that CDHS Divisional Resources will be taxed by local requests, the Division Chief shall take the necessary actions to ensure that the Division can meet its statutory authorities and accomplish all program responsibilities defined in the Division Operations Plan.
- Provide a Unit Coordinator to ensure coordination of division activities with the CDHS EOC.
- Ensure close coordination and communication with the CDHS EOC through the Unit Coordinator for resource assistance and to maintain information flow to the CDHS Director and Executive Staff, EMSA, OES, and other agencies as appropriate.
- Assign a Unit Coordinator to the CDHS EOC to provide updates and establish support mechanisms necessary to fulfill the Divisional Mission.

5.5 CDHS EOC

Coordinate State-level public health and medical information and resources by:

- Acquiring public health and medical personnel upon request of an affected region;
- acquiring medical supplies, pharmaceuticals, and equipment upon request of an affected region;
- coordinating resource acquisition and support for CDHS field emergency response activities;
- ensuring coordination with the SOC or REOCs as appropriate;
- ensuring information flow to CDHS and EMSA management and executive staff, OES, and other agencies;
- ensuring implementation of state public health policy and procedures;

- ensuring coordination and information flow with health management organizations and other providers of medical care, facilities, and supplies, as needed.

5.6 REOC and/or SOC

Additionally, during a disaster, at the request of OES, CDHS assigns personnel to serve in the Medical and Health Branch at each activated REOC and/or SOC. The Medical and Health Branch at the REOC has the responsibility to:

- Execute public health and medical policies and procedures, as appropriate;
- coordinate the public health and medical response with other emergency response functions;
- coordinate with other State agencies such as the California National Guard for support to the public health and medical response; and
- ensure that the public health and medical response supports the overall State response priorities as established by OES.

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California Department of Health Services

CHAPTER TWO

EMERGENCY RESPONSIBILITIES



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1.0 ALL CDHS ORGANIZATIONAL UNITS

RESPONSIBILITIES

Protect CDHS personnel, equipment, supplies, facilities, and vital public records against the destructive forces of nature and humans.

Continue essential services during an emergency.

Use SEMS to coordinate multiple jurisdiction or multiple agency emergency and disaster operations. This requires all CDHS programs to plan, train, exercise, and respond using SEMS.

Redirect all other resources, as necessary and appropriate, to accomplish the objectives of this plan including staffing the CDHS EOC.

Accomplish the objectives of the State Emergency Plan assigned to CDHS and the operational activities associated with CDHS jurisdictional authorities.

LEGAL AUTHORITIES

Refer to Chapter I, Section 1.6.

PLANNING ACTIVITIES

Develop and maintain **Business Recovery** and **Continuity of Government Plans** that contain procedures to rapidly restore program operations following a disaster and to protect critical program and financial records. Business Recovery and Continuity of Government Plans will address the following elements:

Take all necessary and appropriate steps to continue essential services during an emergency.

Take appropriate measures to protect personnel, equipment, supplies, facilities, and vital public records against natural, human-made, and technological hazards.

Redirect all other resources, when tasked or as necessary and appropriate, to effectively mitigate any emergency or disaster.

Determine State agency resources required to continue essential services, and develop the ability to track and allocate resources necessary to provide emergency response and recovery activities.

Coordinate development and integration of all appropriate emergency operational plans with the State agency's emergency plan.

Establish a program for **continuity of government (COGO)** authority to include the following:

Succession to essential positions required to maintain decision authority;

pre-delegation of emergency authorities to key officials;

emergency action steps provided in emergency plans and emergency action plans; and

Emergency Operations Center and alternate Emergency Operations Center;

The COGO Plan will cover all types of contingencies, including how to respond if:

- Critical personnel are not available;
- Critical buildings, facilities or geographic regions are not accessible;
- Equipment malfunctions;
- Software and data are not accessible, or are corrupted;
- Vendor assistance or service providers are not available;
- Utilities (power, telecommunications, etc. are not available; and
- Critical documentation and records are not available.

The purpose of the COGO Plan is to identify potential process or system dependencies and mitigate risks from interdependencies

Organizational units with responsibilities delineated in this plan shall:

- **In coordination with EPO, prepare, maintain, and annually update a plan to carry out program emergency responsibilities;**
 - maintain an updated list of unit personnel;
 - maintain a current list of personnel with assigned emergency tasks;
 - provide training of personnel with assigned emergency tasks;
 - develop procedures to mobilize staff in an emergency;

- obtain CDHS emergency identification cards for employees who will be entering the disaster area;
- designate in advance, and when requested by OES, provide primary and alternate representatives for interagency emergency planning, notification, operations, recovery, mitigation, and public information;
- develop and submit emergency plans to EPO for review and approval;
- coordinate plans, procedures, preparations, and training with affected federal, state, regional, local, and private entities;
- enter into working agreements as necessary with these entities, in coordination with OES, to promote effective emergency response and recovery;
- train personnel assigned to emergency response and recovery functions at all organizational levels, conduct exercises, and participate in local, state, and federal agency exercises;
- establish alerting and mobilization procedures for activating staff and resources to respond to a public health emergency; and
- name a public information representative to coordinate Emergency Public Information plans and procedures with the OES Joint Information Center (JIC) and the CDHS EOC.

EMERGENCY RESPONSE ACTIVITIES

Implement emergency response plans and procedures to protect personnel, equipment, supplies, facilities, and critical program records.

Cancel all voluntary leaves unless otherwise authorized by the appropriate CDHS supervisor.

Provide public information support to OES headquarters, regional offices, or local jurisdictions as required during state emergency or disaster response operations.

Organizational units with responsibilities delineated in this plan shall:

- Implement program disaster response plans and procedures;
- mobilize personnel with assigned emergency tasks;
- assess whether the unit has the resources to handle its emergency responsibilities or whether additional resources are needed; and

- Coordinate emergency response support activities with the CDHS EOC.

RECOVERY ACTIVITIES

Document response and recovery activities to include times, locations, type of activity, and cost estimates expended for labor and equipment.

Implement program Business Recovery Plans to ensure that normal program operations in the disaster area are restored as quickly as possible.

Prepare after-action reports and establish and monitor corrective actions to ensure that improvements are incorporated in CDHS' emergency plans and procedures.

Upon request, provide personnel and equipment to OES to support recovery operations.

Coordinate with OES to identify sensitive, environmental, and historic sites that should receive priority consideration.

Provide public information support as required to assist in recovery operations.

Implement procedures to resume normal departmental activities.

In the event a declaration of a State of Emergency or Local Emergency results in an economic disaster as defined in Government Code Section 8696.5, be prepared to take actions to provide long-range economic recovery.

2.0 DIRECTOR AND EXECUTIVE STAFF

RESPONSIBILITIES

DIRECTOR

Represent CDHS on any committee or board composed of heads of state agencies, established by the Governor to aid him or the California Emergency Council or both in obtaining information or advice, assisting in developing or carrying out plans, or otherwise acting in accomplishment of the purposes of Chapter 7 of Division 1 of Title 2 of the Government Code.

Ensure that the Administrative Order with OES and the Memorandum of Understanding (MOU) with EMSA and the Department of General Services (DGS) are adhered to.

Provide information and policy direction as needed in response to the disaster. Director may convene the Disaster Policy Council to facilitate this process.

Designate the EOC Director.

EXECUTIVE STAFF

Coordinate the disaster response within his/her area of responsibility.

Contribute to a coordinated CDHS emergency response by participating in the Disaster Policy Council and assigning staff to provide support to the CDHS EOC as requested by EPO, the State Operations Center (SOC), and other command posts as required.

Serve as the Disaster Policy Council to formulate departmental policy and to keep the CDHS Director informed about CDHS progress in responding to the disaster. When the EOC is activated for mass casualty incidents the Disaster Policy Council will also include the EMSA Director and executive staff.

The Disaster Policy Council is external to the EOC and resolves policy issues between the two departments and provides policy direction only to the EOC Director through the departmental Director(s).

PLANNING ACTIVITIES

Cooperate with EPO staff in disaster planning and preparedness activities and in staffing the CDHS EOC.

Designate staff as requested by EPO to work at the following locations:

- CDHS EOC;

- SOC; and
- OES State REOC(s).

Allow staff to participate in emergency preparedness and response training as designated by EPO.

Ensure that all CDHS Divisions, Branches, and Sections with emergency responsibilities develop and maintain emergency response plans, procedures, and checklists in accordance with the CDHS Emergency Response Plan.

EMERGENCY RESPONSE ACTIVITIES

Ensure that all emergency response plans within their area of responsibility are implemented as necessary.

Direct pre-assigned personnel to staff the CDHS EOC when activated by EPO.

Direct pre-assigned personnel to staff the SOC, REOCs, or other locations as requested by OES and coordinated by EPO.

Participate in the Disaster Policy Council as required.

RECOVERY ACTIVITIES

Ensure that all programs document disaster-related personnel costs, operating expenses, and damage to CDHS-owned or operated facilities to organize disaster cost recovery activities.

Ensure that all programs involved in disaster response and recovery activities prepare an after-action report and incorporate lessons learned into updated plans and procedures to improve future disaster response actions.

Terminate CDHS' disaster response activities in coordination with OES.

3.0 EMERGENCY PREPAREDNESS OFFICE (EPO)

PROGRAM RESPONSIBILITIES

Coordinate CDHS' emergency preparedness and response activities, including the 24-hour executive duty officer program, to ensure that CDHS is prepared to respond to any public health emergency or major disaster within California.

Provide CDHS representation to OES, EMSA, Department of Health and Human Services (Federal DHHS), United States Department of Homeland Security, and other federal, state, and local agencies, and stakeholders regarding disaster preparedness issues, and coordinate CDHS emergency planning and response activities with these agencies and organizations.

Determine the resources needed by CDHS to respond to a major disaster and coordinate acquisition of those resources.

Ensure that the Director, Executive Staff, and appropriate CDHS program staff are informed of emergency warnings, advisories, situation status reports, or other emergency-related information of which CDHS is aware.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Coordinate with EMSA, OES, and other appropriate federal, state, and local agencies to ensure ongoing collaboration of planning and response activities.

Make recommendations to the Director on issues pertaining to the MOUs between CDHS and other agencies, including EMSA and DGS.

Make recommendations to the Director on issues regarding the Administrative Order between CDHS and OES.

Work with the California Conference of Local Health Officers, the California Conference of Directors of Environmental Health, County Health Executives Association of California, and with individual health officers and directors to facilitate public and environmental health disaster planning and response activities.

In conjunction with OES and CDHS Administration, plan for and ensure that CDHS staff:

- Receive training in the state and CDHS emergency response systems and in how to perform their CDHS emergency responsibilities, and

- participate in emergency exercises.

In conjunction with CDHS programs and EMSA, develop plans, procedures, and checklists for the CDHS EOC. These documents will provide guidance and authority for the responding staff to coordinate and support the disaster response activities and facilitate information gathering and analysis. Designate a primary and alternate location for the CDHS EOC.

Review the emergency communication needs of CDHS programs, and work with the CDHS Program Support Branch to ensure that all CDHS units have communication resources sufficient to carry out their disaster responsibilities.

Provide support to and encourage participation in amateur radio emergency communications programs.

Arrange for emergency identification for CDHS employees who may be entering a disaster area to perform emergency response activities.

In conjunction with CDHS programs, update the CDHS Public Health Emergency Response Plan and Procedures as needed, but no less than every two years.

Facilitate CDHS emergency preparedness activities.

Maintain communication with all CDHS units with emergency responsibilities and address questions raised by program staff regarding administrative, legal, and other issues.

Maintain the CDHS 24-hour duty officer system to alert appropriate CDHS staff of a public health emergency or major disaster.

In conjunction with OES and CDHS, determine the number of CDHS personnel required to staff the OES State and Regional Operations Centers.

EMERGENCY RESPONSE ACTIVITIES

As needed, and in coordination with EMSA, activate and manage the CDHS EOC as needed to support the public health and medical response.

RECOVERY ACTIVITIES

In coordination with EMSA, ensure the orderly deactivation of the CDHS EOC and return to normal program operations.

Coordinate the preparation of after-action reports and corrective actions by all CDHS programs that responded to the disaster. Provide OES a copy of the After-Action Report, including corrective actions, within 90 days of the close of the incident period.

Incorporate lessons learned from the response into CDHS' emergency plans and procedures.

Document the resources used by EPO in responding to the disaster.

Facilitate post-disaster cost recovery activities in coordination with the CDHS Financial Management Branch.

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4.0 OFFICE OF PUBLIC AFFAIRS

PROGRAM RESPONSIBILITIES

Provide appropriate public health and medical information to the public in cooperation with OES, EMSA, and local health departments.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Determine the type of health information the public and disaster response workers will need before, during, and after various types of disasters. In conjunction with CDHS programs, develop emergency response-related fact sheets that can be rapidly disseminated.

Designate staff for the CDHS EOC.

Maintain communication with CDHS programs with which the CDHS Office of Public Affairs will coordinate in a disaster.

EMERGENCY ACTIVITIES

Disseminate warnings, emergency health information, and other medical and health advice to the public in cooperation with CDHS programs, EMSA, and OES.

Activate and manage rumor-control as appropriate to the needs of the emergency. Ensure coordination of rumor control information with OES, local health departments, and other agencies as needed.

Assign personnel to the CDHS EOC, OES Joint Information Center, or CDHS field command posts as necessary to staff the public information function.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Office of Public Affairs in responding to the disaster.

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5.0 OFFICE OF LEGAL SERVICES

PROGRAM RESPONSIBILITIES

Provide legal advice to the Director, CDHS programs, and staff to assist in planning for and responding to a disaster.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Provide legal advice as appropriate to CDHS programs and staff in planning for CDHS response to a disaster.

Maintain communication with CDHS programs, as needed, in a disaster.

EMERGENCY ACTIVITIES

When requested, provide legal advice to CDHS programs and staff on disaster-related issues.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Office of Legal Services in responding to the disaster.

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6.0 AUDITS AND INVESTIGATIONS

PROGRAM RESPONSIBILITIES

Provide advice and consultation to CDHS staff on how to accurately and completely document resources used by departmental programs in responding to a disaster. The documentation will be used to report costs to OES and to complete records required to obtain federal or other reimbursement.

Provide investigators or other peace officers as requested to assist CDHS programs, law enforcement, or coroner activities.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Provide consultation to the CDHS Financial Management Branch and to CDHS programs regarding documentation to adequately record resources used in responding to a disaster.

Develop and maintain a plan for the utilization of Audits and Investigation's peace officers in disaster response activities in coordination with CDHS programs, the California Highway Patrol (CHP), or other law enforcement agencies.

Maintain communication with CDHS programs, as needed, in a disaster.

EMERGENCY ACTIVITIES

Provide consultation to programs to ensure effective documentation of resources used in responding to a disaster.

Provide peace officers to assist in the disaster response as requested by EPO for CDHS programs or through law enforcement mutual aid.

RECOVERY ACTIVITIES

Provide consultation and assistance to programs to ensure adequate documentation of resources used in responding to the disaster.

Document the resources used by CDHS Audits and Investigations in responding to the disaster.

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7.0 ADMINISTRATION

PROGRAM RESPONSIBILITIES

Assume administrative responsibilities to CDHS programs in planning for and responding to a disaster.

In conjunction with EPO, plan the location and staffing of the CDHS EOC.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

In coordination with EPO, designate CDHS Administration Division staff to serve in appropriate roles in the CDHS EOC, such as the CDHS EOC Communications Unit, Transportation Unit, Medical Personnel Unit, Medical Supplies Branch, Facilities Unit, and Procurement Unit. Develop unit plans, procedures, and checklists, and assume responsibility for these functions in the CDHS EOC when it is activated.

As requested by EPO, designate CDHS staff to work in the SOC, REOCs, or other state disaster response locations as requested.

In coordination with EPO and CDHS programs, develop and maintain business recovery plans to ensure rapid restoration of program operations after an emergency or business interruption.

EMERGENCY ACTIVITIES

When appropriate, in conjunction with EPO, staff designated positions in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Administration Division in responding to the disaster.

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8.0 ADMINISTRATION FINANCIAL MANAGEMENT BRANCH

PROGRAM RESPONSIBILITIES

Track Department costs related to disaster response.

Issue emergency fund codes to enable tracking of all response related activities, and account for all funds expended by CDHS in responding to the disaster.

Coordinate the disbursement of funds.

Prepare and process Budget Revision requests as necessary.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

With consultation from CDHS Audits and Investigations and CDHS programs, develop a system to record and document resources used in responding to a disaster so that CDHS can 1) fully document resources used, and 2) claim reimbursement for funds expended.

Maintain communication with federal and state agencies with which the CDHS Financial Management Branch will coordinate in a disaster.

EMERGENCY ACTIVITIES

When requested by EPO, issue emergency fund codes by which programs will document all disaster response-related personnel, travel, and other costs.

Oversee documentation of costs associated with associated with personnel, supplies, services, and equipment resources that are deployed in response to the disaster.

Coordinate with CDHS programs on emergency financial transactions.

Act as liaison with the Department of Finance (DOF).

Direct funds required for CDHS to effectively respond to a disaster.

RECOVERY ACTIVITIES

Report CDHS' disaster-related costs to OES.

Report disaster-related costs to DOF.

Collect the documentation of CDHS emergency response costs, compile financial and other records, and prepare the appropriate documents necessary to receive reimbursement for funds expended.

9.0 ADMINISTRATION PERSONNEL MANAGEMENT BRANCH

PROGRAM RESPONSIBILITIES

Assist in identifying and contacting CDHS staff with the skills needed for the emergency medical and public health response effort.

Assume essential personnel services (i.e., payroll and benefits) for CDHS staff and for temporary employees hired to help respond to the emergency.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Develop and maintain an up-to-date contact list of bilingual CDHS employees and information on language skills.

Develop and maintain an up-to-date contact list of CDHS employees with specific medical and public health skills that may be used during an emergency.

In coordination with EPO, identify a Personnel Liaison from each program area to facilitate reassignment of bilingual employees or employees with special medical and public health skills and arrange for additional staff support for the CDHS EOC or other requesting agencies following a disaster.

In coordination with EPO, develop and maintain plans, operating procedures, checklists, and staffing rosters necessary for the Supply Unit of the CDHS EOC. Participate in the emergency exercises and training needed for this response function.

Maintain communication with CDHS programs and other state agencies with which CDHS Personnel Management Branch will coordinate in a disaster.

EMERGENCY ACTIVITIES

Staff the Supply Unit of the CDHS EOC to coordinate the acquisition of medical and public health staff from unaffected areas of the state or appropriate CDHS employees as needed to support the medical and public health response.

Work with program Personnel Coordinators to oversee reassignments of departmental personnel to perform emergency response duties.

When necessary due to depletion of available staff and volunteers, make use of all avenues available through the civil service process to hire emergency medical and

health personnel for assignment to the disaster area. Coordinate with the Employment Development Department and OES in these efforts.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Personnel Management Branch in responding to the disaster.

10.0 ADMINISTRATION PROGRAM SUPPORT BRANCH

PROGRAM RESPONSIBILITIES

Coordinate emergency purchasing services, communications, transportation, and facilities to support CDHS' emergency response.

Facilitate location and dissemination of supplies from CDHS-owned or operated warehouses.

Provide administrative support staff for the CDHS EOC.

In coordination with DGS or appropriate building officials, ensure that CDHS-owned or occupied facilities in the affected area are safe to occupy.

Coordinate the CDHS Health and Safety program.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Inventory CDHS-owned communications, transportation, and heavy equipment resources and develop procedures to expedite use of those resources in responding to a disaster.

Develop procedures to expedite ordering and acquisition of materials and services for CDHS emergency response.

Develop procedures to document the ordering and acquisition of materials and services for the CDHS emergency response. In coordination with DGS, EPO, and EMSA, develop plans and procedures to facilitate implementation of the MOU for the purchase of medical supplies and pharmaceuticals (see Appendix F).

Maintain communication with DGS and the CDHS programs with which CDHS Program Support Branch will coordinate in a disaster.

Prepare and submit an employee protection plan to the CHP for each CDHS-owned or occupied facility to safeguard departmental personnel and other resources against harm or destruction.

EMERGENCY ACTIVITIES

In coordination with EPO and the CDHS Information Technology Services Division (ITSD), assist in activation of the CDHS EOC.

Staff the CDHS EOC as directed by CDHS Program Support Branch in coordination with EPO.

Assist in the implementation of the CDHS emergency communication system.

Provide assistance in procuring or arranging for transportation resources to support the medical and public health disaster response.

As soon as possible, in coordination with CDHS programs in the affected area, report the location and amount of damage to any CDHS-owned or occupied facilities to the CDHS EOC.

In coordination with DGS, EPO, and EMSA, implement the MOU and appropriate plans and procedures for the purchase of medical supplies and pharmaceuticals.

Coordinate emergency purchasing and procurement services for departmental units that are responding to the disaster. Maintain appropriate documentation of all emergency purchases. Request assistance from the SOC in obtaining supplies and services if necessary.

RECOVERY ACTIVITIES

Ensure thorough documentation of damage to CDHS-owned facilities or equipment and all emergency purchasing, transportation, communications, and other activities coordinated by the CDHS Program Support Branch.

Coordinate with EPO and ITSD the deactivation of the CDHS EOC and ensure an orderly transition of purchasing, transportation, and communications activities to normal departmental procedures.

In accordance with the CDHS Business Recovery Plan, coordinate with CDHS programs and DGS to designate alternate facilities and make arrangements for emergency use of these facilities by CDHS should normal CDHS facilities be inoperable.

Document resources used by the CDHS Program Support Branch in responding to the disaster.

11.0 HEALTH INFORMATION AND STRATEGIC PLANNING OFFICE OF VITAL RECORDS

PROGRAM RESPONSIBILITIES

In the event of a mass-fatality disaster, assist local coroner operations through the provision of emergency supplies of death certificates and disposition forms and provide training in their use.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Develop plans, procedures, and checklists for the emergency distribution of death certificate and disposition forms to affected areas and for the provision of appropriate training in the use of these forms.

EMERGENCY ACTIVITIES

Implement the emergency death certificate and disposition form distribution and training plans.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Office of Vital Records in responding to the disaster.

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12.0 INFORMATION TECHNOLOGY SERVICES DIVISION

PROGRAM RESPONSIBILITIES

In coordination with EPO, provide hardware, software, and network support for the CDHS EOC, and ensure interoperability with the SOC and REOCs.

Ensure that all network services necessary for the CDHS emergency response are operable, or implement backup server support to ensure continuous E-mail and Internet access.

Provide staff resources in support of the data processing functions required in the operation of the CDHS EOC.

Provide computer and network support to CDHS programs as needed to assist them in meeting their emergency response objectives.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a resource list of vendors from which CDHS may obtain electronic data processing services or equipment if needed in an emergency.

Maintain a description of the configuration of computer and network support for the CDHS EOC.

Maintain communication and coordination with the Health and Human Services Agency Data Center and with CDHS programs responding to a disaster.

Ensure coordination of the emergency planning activities of the CDHS ITSD with EPO.

EMERGENCY ACTIVITIES

Establish and maintain computer and network support for the CDHS EOC, and ensure interoperability with the SOC and REOCs.

Provide data management support to CDHS programs.

RECOVERY ACTIVITIES

Document the resources used by ITSD in responding to the emergency.

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13.0 LICENSING AND CERTIFICATION FIELD OPERATIONS BRANCH

PROGRAM RESPONSIBILITIES

Identify available medical facilities by service and bed type including operating room capabilities.

Assess to what ability health facilities are able to provide necessary patient care following a disaster.

Monitor the evacuation and relocation of patients from damaged facilities.

LEGAL AUTHORITIES

H&S Code Sections: 1250, 1278, 1254, 1336.3 et al

California Code of Regulations (CCR), Title 22, numerous Sections

PREPAREDNESS ACTIVITIES

In conjunction with the Office of Statewide Health Planning and Development (OSHPD), work with health facilities to improve their disaster preparedness and response capabilities, including assistance in the reduction of non-structural earthquake hazards in the facilities.

Develop plans and procedures to evaluate the ability of health facilities to provide patient care following disasters.

Maintain a list of medical facilities categorized by type, specialty services, and operating room capabilities.

Maintain communication with OSHPD, the CDHS Medi-Cal Operations Division, and other CDHS programs with which CDHS Licensing and Certification will coordinate in a disaster.

EMERGENCY RESPONSE ACTIVITIES

Following structural and life safety reviews of health facilities by OSHPD and the Life Safety Code Unit, implement plans to evaluate and assist health facilities in the disaster area to ensure the ability to provide patient care.

Inspect health facilities to determine their ability to provide patient care. Monitor the relocation or evacuation of patients from damaged facilities.

In coordination with OSHPD and CDHS Medi-Cal Field Operations Branch, monitor and assist in the evacuation or relocation of patients from damaged health facilities.

When requested, provide the CDHS EOC with facility information to include the type of facility, number of beds available, specialty services available, and operating room capability.

RECOVERY ACTIVITIES

Work with health facilities, health care providers, and other state and local agencies to speed the recovery of the health care delivery system in the affected area.

Document the resources used by CDHS Licensing and Certification in responding to the disaster.

14.0 MEDICAL CARE SERVICES MEDI-CAL MANAGED CARE DIVISION

PROGRAM RESPONSIBILITIES

Ensure that Medi-Cal beneficiaries enrolled in managed care plans have access to necessary medical care in the event of a disaster.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Develop a plan for ensuring that Medi-Cal managed care enrollees will continue to receive medical care in the event that the plan with which they are enrolled is destroyed or incapacitated during a disaster.

Maintain a current list of all Medi-Cal managed care plans.

When requested, provide the CDHS EOC with the list of Medi-Cal managed care plans.

Where appropriate, release pertinent information regarding access to medical care through Medi-Cal provider bulletins and beneficiary bulletins.

Maintain communication with CDHS Licensing and Certification and other CDHS programs with which the CDHS Medi-Cal Managed Care Division will coordinate in a disaster.

EMERGENCY ACTIVITIES

In the event of a disaster, require all Medi-Cal managed care plan contractors to promptly notify the State of their facility status. Obtain information from CDHS Licensing and Certification on whether any Medi-Cal managed care plans within the disaster area have been destroyed or incapacitated.

In the event Medi-Cal managed care plan facilities have been destroyed or incapacitated, implement the CDHS Managed Care Division's plan to ensure access to medical care for all plan enrollees. They will also initiate emergency disenrollment of all affected Medi-Cal beneficiaries and issue fee-for-service Medi-Cal cards until service is restored by the plan.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Medi-Cal Managed Care Division in responding to the disaster.

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15.0 MEDICAL CARE SERVICES MEDI-CAL OPERATIONS DIVISION

PROGRAM RESPONSIBILITIES

Assist in securing medical treatment for victims by providing information on:

- bed availability in nursing homes and hospitals, and
- ambulance/medical transportation providers.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Identify a primary staff contact and two alternate contacts in each Medi-Cal field office and maintain a current list with their work phone and address, and home phone and address.

Maintain the following lists by each field office for each area:

- Nursing homes which are Medi-Cal providers;
- hospitals and Medi-Cal contract hospitals;
- ambulance and other appropriate medical van transport companies; and
- all medical personnel employed at the Medi-Cal field office, including their home phone and address.

When requested, provide the CDHS EOC with lists of nursing homes, hospitals, and ambulance/medical transport companies.

Maintain communications with CDHS Licensing and Certification and other CDHS programs with which the CDHS Medi-Cal Operations Division will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether the Medi-Cal field office(s) responsible for Medi-Cal operations in the disaster area has enough resources to handle its emergency responsibilities.

When appropriate, contact and direct other Medi-Cal field offices to provide back-up or additional resources to handle the emergency.

Locate alternate facilities for Medi-Cal recipients who need to be relocated from damaged nursing homes and hospitals.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Medi-Cal Operations Division in responding to the disaster.

16.0 MEDICAL CARE SERVICES MEDI-CAL PAYMENT SYSTEMS DIVISION

PROGRAM RESPONSIBILITIES

Provide Medi-Cal program information to providers through provider bulletins.

Disseminate information through the Medi-Cal fiscal intermediary (FI) contractors' toll-free phone lines.

If feasible, provide interim payments to providers in the disaster area or responding to the disaster.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Develop and distribute provider bulletins containing pertinent disaster information to prepare Medi-Cal providers to deal with a disaster.

Determine what disaster information should be available through the Medi-Cal contractors' toll-free phone lines.

Consider the feasibility of interim payments to providers 1) in the disaster area and 2) responding to the disaster from outside the affected area and develop a plan for implementing an interim payment system.

Maintain communications with CDHS programs with which the CDHS Payment Systems Division will coordinate in a disaster.

EMERGENCY ACTIVITIES

Where appropriate, mail provider bulletins containing disaster information and post on the Medi-Cal provider website.

Disseminate disaster information through the FI contractors' toll-free phone lines.

If an interim payment plan is developed, implement the plan.

RECOVERY ACTIVITIES

Document the resources used by CDHS Payment Systems Division in responding to the disaster.

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17.0 MEDICAL CARE SERVICES MEDI-CAL POLICY DIVISION

PROGRAM RESPONSIBILITIES

As appropriate, modify or waive Medi-Cal eligibility requirements that do not conflict with federal rules or state statute.

Provide Medi-Cal program emergency information through beneficiary bulletins as appropriate.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Develop a plan to identify Medi-Cal eligibility requirements that could be modified or waived without conflicting with State statute or federal rules.

If appropriate, prepare information to be distributed through Medi-Cal provider and beneficiary bulletins or the electronic mail system. Release information as appropriate.

Maintain communications with the Department of Social Services and with CDHS programs with which the CDHS Medi-Cal Policy Division will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether there is a need to modify or waive Medi-Cal eligibility requirements in the affected area. For example, if only a temporary emergency exists and regulations providing retroactive Medi-Cal eligibility would cover the situation, there would not be a need to modify requirements.

When appropriate, implement the eligibility emergency plan.

Where appropriate, release information through Medi-Cal provider and beneficiary bulletins or the electronic mail system.

RECOVERY ACTIVITIES

Document the resources used by CDHS Medi-Cal Policy Division in responding to the disaster.

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18.0 PRIMARY CARE AND FAMILY HEALTH DIVISION OFFICE

PROGRAM RESPONSIBILITY

Provide staff to assist in the medical and public health response support activities in the CDHS EOC.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Cooperate with EPO to develop plans and procedures for the CDHS EOC.

Designate staff to provide support to the CDHS EOC and have staff participate in training.

EMERGENCY ACTIVITIES

Provide staff support to the CDHS EOC on request.

RECOVERY ACTIVITIES

Document the resources used in responding to the disaster.

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19.0 PRIMARY CARE AND FAMILY HEALTH PRIMARY AND RURAL HEALTH CARE SYSTEMS BRANCH

PROGRAM RESPONSIBILITY

Establish protocols for the coordination and support of primary care clinics as basic medical response providers, as well as with secondary and tertiary care centers.

LEGAL AUTHORITIES

H&S Code Section 124450

The California Code of Regulations Title 22, Social Security Division 5, Licensing and Certification of Health facilities, Home Health agencies, Clinics and Referral agencies, Chapter 7, Primary Care Clinics, section 75057 requires licensed primary clinics to “adopt a written disaster program and instruct all of its personnel on its requirements.”

PLANNING ACTIVITIES

Work with primary care clinics to ensure the development of clinic disaster plans and the integration of the clinics into local disaster response plans for coordination of medical and health mutual aid activities.

EMERGENCY ACTIVITIES

Provide support and assistance to primary care clinics in the area affected by the disaster.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Primary and Rural Health Care Systems Branch in responding to the disaster.

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20.0 PRIMARY CARE AND FAMILY HEALTH WOMEN AND INFANTS, AND CHILDREN

PROGRAM RESPONSIBILITIES

Identify and assist available local agencies and vendors able to provide service and food to WIC participants following a disaster.

Monitor the relocation of local WIC agencies and vendors from damaged facilities.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Establish criteria for alternative site locations/facilities for local WIC agencies in an emergency.

Maintain an up-to-date list of primary emergency contacts of local WIC agency staff and vendors.

Maintain communication with local agencies, vendors, food manufacturers, and other state agencies with which WIC will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess the safety of local WIC agencies and vendors in the disaster area.

Act as liaison between local WIC agencies, participants, vendors, and the CDHS EOC and OES Regional or State Operations Centers as appropriate.

Determine whether WIC participants have access to local agencies and vendors in the disaster area.

Participate in the Care and Shelter Branch at the REOC(s) or SOC to identify WIC food needs in the affected area and contact manufacturers to prepare needed food shipments.

RECOVERY ACTIVITIES

Coordinate the relocation of WIC Agency activities from damaged facilities with local agencies, and notify WIC recipients via appropriate media.

Provide the authority to issue alternative vouchers to local WIC agencies.

Provide local WIC agencies and participants with a list of vendors available to provide food in the disaster area.

Provide vendors with information on how to process alternative vouchers.

Contact manufacturers to provide additional food to the damaged area either through direct purchase or gift.

Provide local agencies with participant eligibility information if agency records are destroyed during a disaster.

Document the resources used by the CDHS WIC Branch in responding to the disaster.

21.0 PRIMARY CARE AND FAMILY HEALTH GENETIC DISEASES LABORATORY SECTION

PROGRAM RESPONSIBILITIES

Provide laboratory support and coordinate the need for clinical chemistry tests of persons affected by the disaster.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a current list of local health department or other laboratories that can provide back-up or additional services for the CDHS Genetic Diseases Laboratory.

Maintain a list of sources for obtaining laboratory supplies for the CDHS Genetic Diseases Laboratory in an emergency.

When requested, provide the CDHS EOC with lists maintained by CDHS Genetic Diseases Laboratory.

Maintain communication with CDHS programs with which the CDHS Genetic Diseases Laboratory will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether the CDHS Genetic Diseases Laboratory has the resources to handle necessary emergency responsibilities or whether additional services are needed.

Assist other laboratory units in identifying and assessing clinical laboratory resources.

When appropriate, contact and direct local health departments or other laboratories to provide back-up or additional services to the disaster area.

Perform program responsibilities.

Document the resources CDHS Genetic Diseases Laboratory in responding to the disaster.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the CDHS Primary Care and Family Health Unit Coordinator in the CDHS EOC.

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22.0 PREVENTION SERVICES DIVISION OF COMMUNICABLE DISEASE CONTROL

PROGRAM RESPONSIBILITIES

Surveillance, prevention, and control of infectious diseases in California.

LEGAL AUTHORITIES

H&S Code Sections:

120125: CDHS shall examine the causes of communicable disease in humans and domestic animals occurring or likely to occur in this state.

120130 and CCR Title 17 Sections 2500 and 2505: Reportable diseases.

120135: CDHS may establish and maintain places of quarantine or isolation.

120140: Upon being informed by a health officer of any contagious, infectious, or communicable disease, CDHS may take measures as necessary to ascertain the nature of the disease and prevent its spread. To that end, CDHS may, if it considers it proper, take possession or control of the body of any living person, or the corpse of any deceased person.

120145: CDHS may quarantine, isolate, inspect, and disinfect persons, animals, houses, rooms, other property, places, cities, or localities, whenever in its judgment the action is necessary to protect or preserve the public health.

120150: CDHS may destroy such objects as bedding, carpets, household goods, furnishings, materials, clothing, or animals, when ordinary means of disinfection are considered unsafe, and when the property is, in its judgment, an imminent menace to the public health.

PREPAREDNESS ACTIVITIES

Develop and maintain plans, procedures, and checklists to coordinate with local health departments to:

- Conduct surveillance of infectious diseases in a disaster area;
- determine appropriate control actions to be taken; and
- determine the staff and materials necessary to prevent or control disease outbreaks.

Maintain a current list of key local health department communicable disease control program personnel.

On request of local health departments, provide advice and assistance in the conduct of communicable disease surveillance, prevention, and control activities as necessary to protect public health.

Maintain communication with CDHS programs with which the CDHS Communicable Disease Control Division will coordinate in a disaster.

Provide technical advice and assistance to local vector control agencies as needed to ensure the control of disease-transmitting insects and animals, including flies, mosquitoes, and rodents.

EMERGENCY RESPONSIBILITIES

Respond to requests from local communicable disease control programs for emergency assistance.

Upon request of the local health officer, assist in conducting surveillance of infectious diseases in the disaster area and determine what actions need to be taken to prevent or control infectious disease outbreaks.

Coordinate and assist local vector control agencies dealing with disease vectors and reservoir animals to protect the public from vector borne disease and nuisances.

When requested, provide the CDHS EOC with the list of communicable disease program personnel maintained by the CDHS Communicable Disease Control Division.

Through the CDHS Office of Public Affairs, inform the public and issue appropriate instructions regarding infectious disease issues. Upon activation of the CDHS EOC all public information will be coordinated through the CDHS EOC Public Information Officer.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Division of Communicable Disease Control in responding to the disaster.

**23.0 PREVENTION SERVICES
DIVISION OF COMMUNICABLE DISEASE CONTROL
MICROBIAL DISEASE LABORATORY BRANCH**

PROGRAM RESPONSIBILITIES

Ensure that reliable public health laboratory services are available to aid in the diagnosis and treatment of human diseases of bacterial, fungal, and parasitic origin in emergency situations, and protection from the bacterial contamination of food.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a current list of local health department or other laboratories that can provide back-up or additional services for the CDHS Microbial Diseases Laboratory.

Maintain a list of sources for obtaining laboratory supplies for the Microbial Disease Laboratory in an emergency.

When requested, provide the CDHS EOC with lists maintained by the CDHS Microbial Diseases Laboratory.

Maintain communication with CDHS programs with which the CDHS Microbial Diseases Laboratory will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether the CDHS Microbial Diseases Laboratory has the resources to handle its emergency responsibilities or whether additional services are needed.

When appropriate, contact and direct local health department or other laboratories to provide back-up or additional services as needed.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the CDHS Communicable Disease Control Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Microbial Disease Laboratory in responding to the disaster.

24.0 PREVENTION SERVICES
DIVISION OF COMMUNICABLE DISEASE CONTROL
VIRAL AND RICKETTSIAL DISEASE LABORATORY BRANCH

PROGRAM RESPONSIBILITIES

Provide laboratory support to the CDHS Communicable Disease Control Division and other programs concerned with the diagnosis, prevention, and control of viral and Rickettsial infections.

Assist local public health directors, physicians, and medical facilities in the treatment of viral infections.

Provide essential immune sera, antigens, and other reagents not available elsewhere to local health departments and medical facilities to support their viral diagnostic services.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a list of local health department and other laboratories that can provide back-up or additional services to support the CDHS Viral and Rickettsial Disease Laboratory in an emergency.

Maintain a list of sources for obtaining laboratory supplies for the CDHS Viral and Rickettsial Disease Laboratory in an emergency.

When requested, provide the CDHS EOC with lists maintained by the CDHS Viral and Rickettsial Disease Laboratory.

Maintain communication with CDHS programs with which the CDHS Viral and Rickettsial Disease Laboratory will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether the CDHS Viral and Rickettsial Disease Laboratory has the resources to handle its emergency responsibilities or whether additional services are needed.

When appropriate, contact and direct local health department laboratories to provide back-up or additional services to the disaster area.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the CDHS Communicable Disease Control Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document resources used by the CDHS Viral and Rickettsial Disease Laboratory in responding to the disaster.

**25.0 PREVENTION SERVICES
DIVISION OF COMMUNICABLE DISEASE CONTROL
IMMUNIZATION BRANCH**

PROGRAM RESPONSIBILITIES

Surveillance, prevention, and control of vaccine preventable diseases in California.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PREPAREDNESS ACTIVITIES

In coordination with local health departments, establish plans, procedures, and policies to:

- Ensure diagnosis and reporting of early vaccine preventable diseases;
- identify and implement vaccine preventable disease control strategies including (but not limited to) treatment and prophylaxis, contact and source case investigation and management, isolation and quarantine, and infection control; and
- prevent vaccine preventable diseases by ensuring high levels of vaccine coverage for at-risk populations.

Develop plans, procedures, and policies for vaccine procurement, distribution, handling and storage, administration, and delivery strategies (including ring and mass vaccination and prophylaxis campaigns).

Provide training, technical advice, and assistance on vaccine preventable disease surveillance, investigation, control, and prevention and on vaccine handling and storage, administration, and delivery strategies.

Develop, train, and maintain vaccine preventable disease assessment and response teams to provide local level support during catastrophic vaccine preventable disease (smallpox, pandemic influenza) events.

Develop surge capacity for disease investigation and control and for large-scale vaccination. Develop training for surge personnel.

Communicate and plan response activities with other federal and state agencies to ensure a coordinated response to catastrophic vaccine preventable disease outbreaks (e.g., smallpox and pandemic influenza).

Maintain a current list of key local health department communicable disease control program personnel, and other strategic partners to assist in diagnosis of suspected smallpox cases and other vaccine preventable diseases.

Develop lists of communicable disease program personnel and other strategic partners.

EMERGENCY RESPONSE

Determine that adequate and effective measures are employed to interrupt vaccine preventable disease transmission, including rapid identification and surveillance, control through isolation and quarantine, and large-scale vaccination.

Provide technical assistance and mutual aid to assist local health departments with vaccine preventable disease surveillance, investigation, control, and prevention as necessary to protect public health. Deploy and direct state vaccine preventable disease assessment and response teams, as needed.

In the event of an infectious disease emergency, when vaccine is available and effective to prevent illness, direct distribution of vaccine to local health departments in California and provide technical assistance in vaccine handling, storage, and administration.

Through the CDHS Office of Public Affairs, inform the public and issue appropriate instructions about vaccine preventable disease issues. Upon activation of the CDHS EOC all public information will be coordinated through the CDHS EOC Public Information Officer.

RECOVERY ACTIVITIES

Document resources used by the CDHS Immunization Branch in responding to the event.

Maintain heightened surveillance to ensure control of outbreak and continue vaccination programs to maintain or increase immunity in the population.

26.0 PREVENTION SERVICES

DIVISION OF ENVIRONMENTAL AND OCCUPATIONAL DISEASE CONTROL

PROGRAM RESPONSIBILITIES

Protection of the public from health effects of chemical and hazardous materials.

Provide occupational medicine and toxicology consultation to Cal/OSHA and other agencies.

LEGAL AUTHORITIES

H&S Code Sections: 100250, 100325, 120130, 120140, 120175, 120200, 120250, et al.

CCR, Title 17, Sections: 1075, 2500-2505, et al.

PLANNING ACTIVITIES

Develop and maintain a plan, procedures, and check-lists to coordinate with local health departments to:

- Investigate chemical exposure of public and workers in a disaster, explosion or release;
- determine appropriate protective actions to be taken in the instance of a chemical disaster, explosion, or release;
- develop plans to conduct long-term studies of health effects in exposed populations;
- maintain a list of agencies willing to participate in the implementation of epidemiology investigation and response;
- in coordination with the agencies responsible for the disaster medical response, develop and maintain a system to share epidemiologic and risk assessment information in order to ensure protection of the public health and safety;
- maintain a repository of occupational health hazard information; and
- maintain communication with the CDHS programs and other agencies with which the CDHS Division of Environmental and Occupational Disease Control will coordinate in a disaster.

EMERGENCY ACTIVITIES

Implement the surveillance system to gather current information on risks of toxic exposures, mitigation of those risks, and treatment.

Provide epidemiologic information from the surveillance system to disaster medical responders, other agencies, and the public, as requested.

Provide medical, toxicological, and occupational health hazard consultation to emergency response staff, Cal/OSHA, health care providers, and others as needed.

In the event of a toxic release, provide consultation on field sampling methods (how many, where, what technique) to assist with interpretation of surveillance results.

Work with public officials, responding agencies, media, public organizations, and activists to coordinate communications and activities.

In coordination with other agencies, CDHS programs, and the CDHS Office of Public Affairs, provide information to the public on protective actions that should be taken to prevent injury or exposure to radiation or other hazardous materials.

RECOVERY ACTIVITIES

Conduct comprehensive epidemiologic investigations of the disaster around affected communities and emergency response workers in coordination with other researchers, and prepare reports of those investigations.

Document the resources used by the CDHS Division of Environmental and Occupational Disease Control in responding to the disaster.

27.0 PREVENTION SERVICES
DIVISION OF ENVIRONMENTAL AND OCCUPATIONAL DISEASE CONTROL
ENVIRONMENTAL HEALTH LABORATORY BRANCH

PROGRAM RESPONSIBILITIES

Provide laboratory testing and reference services. Certain specialized analytical services will be made available.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a current list of laboratories that can provide back-up or additional services for the CDHS Environmental Health Laboratory Branch.

Maintain a list of sources for obtaining laboratory supplies for CDHS Environmental Health Laboratory Branch in an emergency.

When requested, provide the CDHS EOC with lists maintained by the CDHS Environmental Health Laboratory Branch.

Maintain communication with CDHS programs with which the CDHS Environmental Health Laboratory Branch will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether the CDHS Environmental Health Laboratory Branch has the resources to handle requests resulting from an emergency or whether additional services are needed.

When appropriate, contact and direct other laboratories to provide back-up or additional services.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the CDHS Environmental and Occupational Disease Control Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Environmental Health Laboratory Branch in responding to the disaster.

28.0 PREVENTION SERVICES
DIVISION OF DRINKING WATER AND ENVIRONMENTAL MANAGEMENT
DRINKING WATER TECHNICAL PROGRAMS BRANCH

PROGRAM RESPONSIBILITIES

Determine that adequate and effective measures are employed to ensure the provision of a safe, adequate supply of drinking water.

Assist state and local agencies to ensure that the public is not subject to hazards resulting from failure in the collection, treatment, and disposal of wastewater.

Coordinate with the CDHS Food and Drug Branch to provide information as needed to ensure the safety of emergency drinking water supplies such as bottled and hauled water.

Ensure Data Support Services Unit provides proper installation and maintenance of computer hardware and software including Response Information Management System (RIMS) to support CDHS EOC activities. Develop instructional guidance for use of computers and computer programs such as RIMS. Be prepared to conduct training sessions for CDHS EOC staff as necessary.

LEGAL AUTHORITIES

H&S Code Sections: 116325, 116350, 116375, 116377, 116400 et al.

CCR, Title 17, numerous Sections.

CCR, Title 22, numerous Sections.

PLANNING ACTIVITIES

Develop and maintain plans and procedures to evaluate water systems and ensure the safety of the drinking water supply following a disaster.

Maintain a current list of public water systems, including contact persons and phone numbers for use in emergencies or disasters.

Establish and maintain a mechanism for coordinating with local health jurisdictions on the oversight of smaller public water systems in emergencies and disasters. This includes maintaining up-to-date regulatory contact information at both CDHS Drinking Water Program offices and local health departments.

Maintain communication with EPA and other CDHS programs with which the CDHS Drinking Water Field Operations and Technical Programs Branches will coordinate in a disaster.

EMERGENCY RESPONSE ACTIVITIES

Assess the extent of damage to domestic water systems in the affected area.

Determine whether the water supplies in the affected area are safe for drinking.

When requested, provide the CDHS EOC with the list of domestic water utilities maintained by the CDHS Drinking Water Field Operations Branch.

Advise and coordinate with local environmental health staff in performing needed drinking water system protection activities.

In coordination with the CDHS Office of Public Affairs and the local health department, inform the public regarding the safety of the drinking water in the disaster area. If the water is not safe, issue appropriate information and instructions to the public on how to purify water or obtain potable water.

Ensure Data Support Services Unit monitors ongoing software applications within the CDHS EOC and briefs Unit Coordinator as to status. Help obtain and install software as necessary. Develop database applications to support the CDHS EOC when needed.

RECOVERY ACTIVITIES

Work with water utilities and other agencies to ensure the rapid restoration of the water supply system and the provision of safe drinking water in the affected area.

Document the resources used by the CDHS Drinking Water Field Operations and Technical Programs Branches in responding to the disaster.

29.0 PREVENTION SERVICES
DIVISION OF DRINKING WATER AND ENVIRONMENTAL MANAGEMENT
ENVIRONMENTAL MANAGEMENT BRANCH

PROGRAM RESPONSIBILITIES

In coordination with EPO and OES, develop emergency response plans for nuclear power plant and other radiologic disasters involving ingestion pathway, reentry, and recovery issues to ensure the protection of public health and safety from radiation exposure.

Assist state and local agencies in ensuring that the public is not subject to hazards resulting from exposure to medical wastes, contaminated shellfish growing or harvesting areas, and other environmental health hazards.

Ensures the proper handling and disposal of medical waste by permitting and inspecting medical waste offsite treatment facilities and transfer stations throughout the state. Oversee all medical waste transporters.

LEGAL AUTHORITIES

- **Nuclear Emergency Response Program:**

H&S Code Sections: 114650 – 114655, 114662.

*Note: Certain H&S Code Sections (see sections 114905 – 115210) that normally relate to the CDHS' Radiological Health Branch responsibilities may be applicable during a nuclear power plant incident.

- **Medical Waste Program:**

H&S Code Sections: 117600 – 118360.

CCR, Title 22, Sections: 65600 through 65628 (non-consecutive, permitting only).

PREPAREDNESS ACTIVITIES

Maintain current lists of local directors of environmental health, and California-registered environmental health specialists.

In coordination with EPO and OES, maintain a current annex to the CDHS Public Health Emergency Response Plan and Procedures for any disaster resulting from the operation of a nuclear power generating plant.

Maintain communication with CDHS programs, OES, the Department of Energy (DOE), the Nuclear Regulatory Commission (NRC), USPHS, and other agencies with which the CDHS Environmental Management Branch will coordinate in a disaster.

EMERGENCY RESPONSE ACTIVITIES

When requested, provide the CDHS EOC and OES with lists maintained by the CDHS Environmental Management Branch.

Provide liaison persons at the CDHS EOC and other emergency response facilities as requested to coordinate environmental health mutual aid activities.

Determine the need of local agencies for emergency assistance and provide appropriate program assistance as requested.

Coordinate emergency medical waste and shellfish protection programs with responsible state and local agencies.

Depending upon the nature of the emergency, conduct surveillance of medical waste disposal activities, surveillance of potentially contaminated shellfish growing and harvesting areas, and similar environmental health-related surveillance and assistance activities.

Through the CDHS Office of Public Affairs, inform and issue instructions to the public about any pertinent environmental management issues and protective measures to be taken. Upon activation of the CDHS EOC all public information will be coordinated through the CDHS EOC Public Information Officer.

Coordinate emergency response activities with other appropriate federal, state, and local agencies for any disaster in which the CDHS Environmental Management Branch has a key role.

RECOVERY ACTIVITIES

Coordinate CDHS' role as lead technical agency in the ingestion pathway, and reentry/recovery phases of a nuclear power plant disaster.

When appropriate, provide or obtain the required support personnel for recovery operations.

Document the resources used by the CDHS Environmental Management Branch in responding to the disaster.

30.0 PREVENTION SERVICES
DIVISION OF DRINKING WATER AND ENVIRONMENTAL MANAGEMENT
SANITATION AND RADIATION LABORATORY BRANCH

PROGRAM RESPONSIBILITIES

Provide laboratory support in the areas of microbiology, chemistry, and radiochemistry primarily for, but not confined to, the water medium.

LEGAL AUTHORITIES

H&S Code Sections: 100250 - 100255, 116390, 120125.

CCR, Title 17, Sections: 1075 - 1078, 1080-1084, et al.

CCR, Title 22, Sections: 64212, 64213, 64415, 64421, et al.

PLANNING ACTIVITIES

Maintain a current list of local health department or other laboratories that can provide back-up or additional services for the CDHS Sanitation and Radiation Laboratory.

Maintain a list of sources for obtaining laboratory supplies for the CDHS Sanitation and Radiation Laboratory in an emergency.

When requested, provide the CDHS EOC with lists maintained by the CDHS Sanitation and Radiation Laboratory.

Maintain communication with CDHS programs with which the CDHS Sanitation and Radiation Laboratory will coordinate in a disaster.

Meet with first responders and participating agencies and agree on a response plan. Test the response plan through exercises.

EMERGENCY ACTIVITIES

Assess whether the CDHS Sanitation and Radiation Laboratory has the resources to handle its emergency responsibilities or whether additional services are needed.

When appropriate, contact and direct local health department or other laboratories to provide back-up or additional services to the disaster area.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report

analytical results to the respective CDHS Drinking Water Unit Coordinator or the Environmental Management Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Sanitation and Radiation Laboratory in responding to the disaster.

**31.0 PREVENTION SERVICES
DIVISION OF FOOD, DRUG, AND RADIATION SAFETY
FOOD AND DRUG BRANCH**

PROGRAM RESPONSIBILITIES

Ensure the safety of food, drugs, medical devices, cosmetics, and bottled or hauled water.

LEGAL AUTHORITIES

H&S Code Sections: 109875-111915.

CCR, Title 17, numerous Sections.

PREPAREDNESS ACTIVITIES

Maintain a current inventory of food, drug, medical device, cosmetics, and bottled water processors, manufacturers, storage warehouses, or wholesalers regulated by CDHS.

Develop plans and procedures to evaluate regulated facilities following disasters to ensure product safety.

Maintain communications with CDHS programs with which the CDHS Food and Drug Branch will coordinate in a disaster.

EMERGENCY RESPONSE ACTIVITIES

Ensure compliance with health regulations or grant waivers.

Ensure the safety of food, drugs, medical devices, bottled or hauled water and other such products in the disaster area.

Assess the need of local health departments for food and drug-related emergency assistance.

When requested, provide the CDHS EOC with a copy of inventories maintained by the Food and Drug Branch.

Advise and coordinate with local environmental health staff in performing needed food and drug-related activities.

In cooperation with local, federal, and other state agencies, identify and remove from commercial channels food, drugs, medical devices, cosmetics, and bottled water products that have been damaged or whose safety and wholesomeness have been

compromised by exposure to hazardous chemicals, pathogens, fire, flood waters, smoke, or other sources of contamination.

Through the CDHS Office of Public Affairs, inform and issue instructions to the public about any pertinent food and drug-related issues. Upon activation of the CDHS EOC all public information will be coordinated through the CDHS EOC Public Information Officer.

RECOVERY ACTIVITIES

Work with manufacturers, storage warehouses, wholesalers, and other agencies to ensure the safety of salvaged or reprocessed products or the proper disposal or emergency redistribution of damaged or contaminated materials.

In cooperation with federal, state, and local agencies, assist in the recovery of damaged food, drugs, medical devices, cosmetics, or bottled water in the affected area.

Document the resources used by the CDHS Food and Drug Branch in responding to the disaster.

**32.0 PREVENTION SERVICES
DIVISION OF FOOD, DRUG, AND RADIATION SAFETY
RADIOLOGIC HEALTH BRANCH**

PROGRAM RESPONSIBILITIES

Provide radiological assessment in support of local and state authorities and licensees to prevent injury and minimize radiation exposure to the public and emergency workers and, when appropriate, take direct action to mitigate an emergency problem.

LEGAL AUTHORITIES

H&S Code Sections: 114905, 114960 - 114985, 115250 – 115270.

CCR, Title 17, numerous Sections.

CCR, Title 22, numerous Sections.

PLANNING ACTIVITIES

Develop and maintain plans and procedures to assess radioactive materials licensees following a disaster and to respond to any release of radioactive materials in order to protect public health and safety from exposure to those materials.

Maintain a current list of all radioactive materials and licensed users.

Maintain a current roster of staff with radiologic health expertise available through the Los Angeles and San Diego County Compliance Inspection Contractors.

When requested, provide the CDHS EOC with lists maintained by the CDHS Radiologic Health Branch.

Maintain communication with CDHS programs, DOE, NRC, and other state and federal agencies with which the CDHS Radiologic Health Branch will coordinate in a disaster.

Establish safety criteria for recovery, re-occupancy, and rehabilitation of areas evacuated due to contamination with radioactive or other hazardous materials.

Establish measures to mitigate damage to property public health from radiation hazards.

EMERGENCY ACTIVITIES

Provide radiological hazard assessment in support of local and state authorities and licensees. As appropriate, take direct action to mitigate an emergency problem.

Act as radiation safety organization for the field incident command when an ICS organization is activated in response to a radiological emergency. Provide or obtain additional health physics support as needed at the CDHS EOC, REOC and SOC.

Through the CDHS Office of Public Affairs, inform and issue instructions to the public about any pertinent radiological health issues. Upon activation of the CDHS EOC all public information will be coordinated through the CDHS EOC Public Information Officer.

RECOVERY ACTIVITIES

Document the resources used by CDHS Radiologic Health Branch in responding to the disaster.

Serve as technical advisor to the CDHS Director on matters concerning the mitigation and recovery of major areas or facilities contaminated materials.

Serve as CDHS' representative on radiological matters and recovery to EPA and other federal agencies.

Monitor remediation of radioactivity contaminated land and facilities via licensing and other processes to assure that such remediation is done in a radiologically safe manner in accordance with state and federal law and CDHS policies.

33.0 PREVENTION SERVICES
DIVISION OF FOOD, DRUG, AND RADIATION SAFETY
FOOD AND DRUG LABORATORY BRANCH

PROGRAM RESPONSIBILITIES

Provide laboratory services to the CDHS Food and Drug Branch, other State and local governmental agencies, and hospitals for the purpose of chemical identification and toxicological evaluation of foods, beverages, drugs, etc., in emergency situations related to public health and safety.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Develop and maintain a list of laboratories that can provide back-up or additional services to support the CDHS Food and Drug Laboratory in an emergency.

Maintain a list of sources for obtaining laboratory supplies in an emergency.

When requested, provide the CDHS EOC with lists maintained by the CDHS Food and Drug Laboratory.

Maintain communication with CDHS programs with which the CDHS Food and Drug Laboratory will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether the CDHS Food and Drug Laboratory has the resources to handle its emergency responsibilities or whether additional laboratory services are needed.

When appropriate, contact and direct other laboratories to provide back-up or additional services to the disaster area.

Assist other state laboratory units in the area of food protection, as necessary.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the respective CDHS Food and Drug Unit Coordinator or the Radiation Safety Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Food and Drug Laboratory in responding to the disaster.

**34.0 PREVENTION SERVICES
LABORATORY SCIENCE
LABORATORY CENTRAL SERVICES BRANCH**

PROGRAM RESPONSIBILITIES

Provide laboratory technical services to support emergency operations of CDHS laboratories.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a current list of local health department or other agencies that can provide back-up or additional services for CDHS Laboratory Central Services.

Maintain a list of emergency supply sources for CDHS Laboratory Central Services.

When requested, provide the CDHS EOC with lists maintained by CDHS Laboratory Central Services.

Maintain communication with CDHS programs with which CDHS Laboratory Central Services will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether CDHS Laboratory Central Services has the resources to handle its emergency support responsibilities or whether additional services are needed.

When appropriate, contact and direct local health department or other agencies to provide back-up or additional services.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the CDHS Laboratory Science Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by CDHS Laboratory Central Services in supporting the response to a disaster.

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**35.0 PREVENTION SERVICES
LABORATORY SCIENCE
ENVIRONMENTAL LABORATORY ACCREDITATION PROGRAM BRANCH**

PROGRAM RESPONSIBILITIES

Assure that reliable environmental and public health laboratory services are available to aid in the assessment of the extent of damages caused by the disaster and to determine when such services as drinking water and sewage treatment works will become completely operational.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a current list of environmental and public health department laboratories.

When requested, provide the CDHS EOC with lists of laboratories accredited by the CDHS Environmental Laboratory Accreditation Program Branch.

Maintain communication with CDHS programs with which the CDHS Environmental Laboratory Accreditation Program Branch will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether the CDHS Environmental Laboratory Accreditation Program Branch has the resources to handle its emergency responsibilities or whether additional services are needed.

When appropriate, contact and direct local public health departments or other agencies to provide back-up or additional laboratory services to the disaster area.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the CDHS Laboratory Science Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by the CDHS Environmental Laboratory Accreditation Program Branch in responding to the disaster.

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**36.0 PREVENTION SERVICES
LABORATORY SCIENCE
LABORATORY FIELD SERVICES BRANCH**

PROGRAM RESPONSIBILITIES

Ensure that reliable clinical and public health laboratory services and blood bank services are available to aid in the diagnosis and treatment of the injuries, diseases, and medical conditions of human victims of the disaster.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

Maintain a current list of local health department laboratories, clinical laboratories, and blood banks.

When requested, provide the CDHS EOC with lists maintained by CDHS Laboratory Field Services.

Maintain communication with CDHS programs with which CDHS Laboratory Field Services will coordinate in a disaster.

EMERGENCY ACTIVITIES

Assess whether CDHS Laboratory Field Services has the resources to handle its emergency responsibilities or whether additional services are needed.

When appropriate, contact and direct local health department or other agencies to provide back-up or additional services to the disaster area.

Perform program responsibilities.

Coordinate with EPO and the CDHS EOC on activities related to sampling, sample receipt, chain of custody, and sample analysis as a result of an emergency. Report analytical results to the CDHS Laboratory Science Control Unit Coordinator in the CDHS EOC.

RECOVERY ACTIVITIES

Document the resources used by CDHS Laboratory Field Services in responding to the disaster.

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37.0 PREVENTION SERVICES
DIVISION OF CHRONIC DISEASE AND INJURY CONTROL
EPIDEMIOLOGY AND PREVENTION FOR INJURY CONTROL BRANCH

PROGRAM RESPONSIBILITIES

In coordination with the CDHS Division of Environmental and Occupational Disease Control, develop, maintain, and implement epidemiologic surveillance protocols to determine disaster-related morbidity and mortality due to injury.

LEGAL AUTHORITIES

H&S Code Sections: 100170-100180

PLANNING ACTIVITIES

In conjunction with CDHS Division of Environmental and Occupational Disease Control, develop and maintain a plan for a surveillance system that includes the epidemiology of disaster-related injuries, toxic chemical exposure, and other disaster-related morbidity and mortality.

EMERGENCY ACTIVITIES

Implement the surveillance system to gather current information on injury morbidity, mortality, and treatment.

RECOVERY ACTIVITIES

Conduct post-event epidemiologic investigations of disaster-related injury morbidity and mortality and prepare reports of the investigations. Ensure coordination of disaster-related injury studies with other researchers.

Document the resources used by the CDHS Epidemiology and Prevention for Injury Control Branch in responding to the disaster.

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California Department of Health Services

CHAPTER THREE EMERGENCY OPERATIONS



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CHAPTER THREE

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CDHS EOC Organization Chart

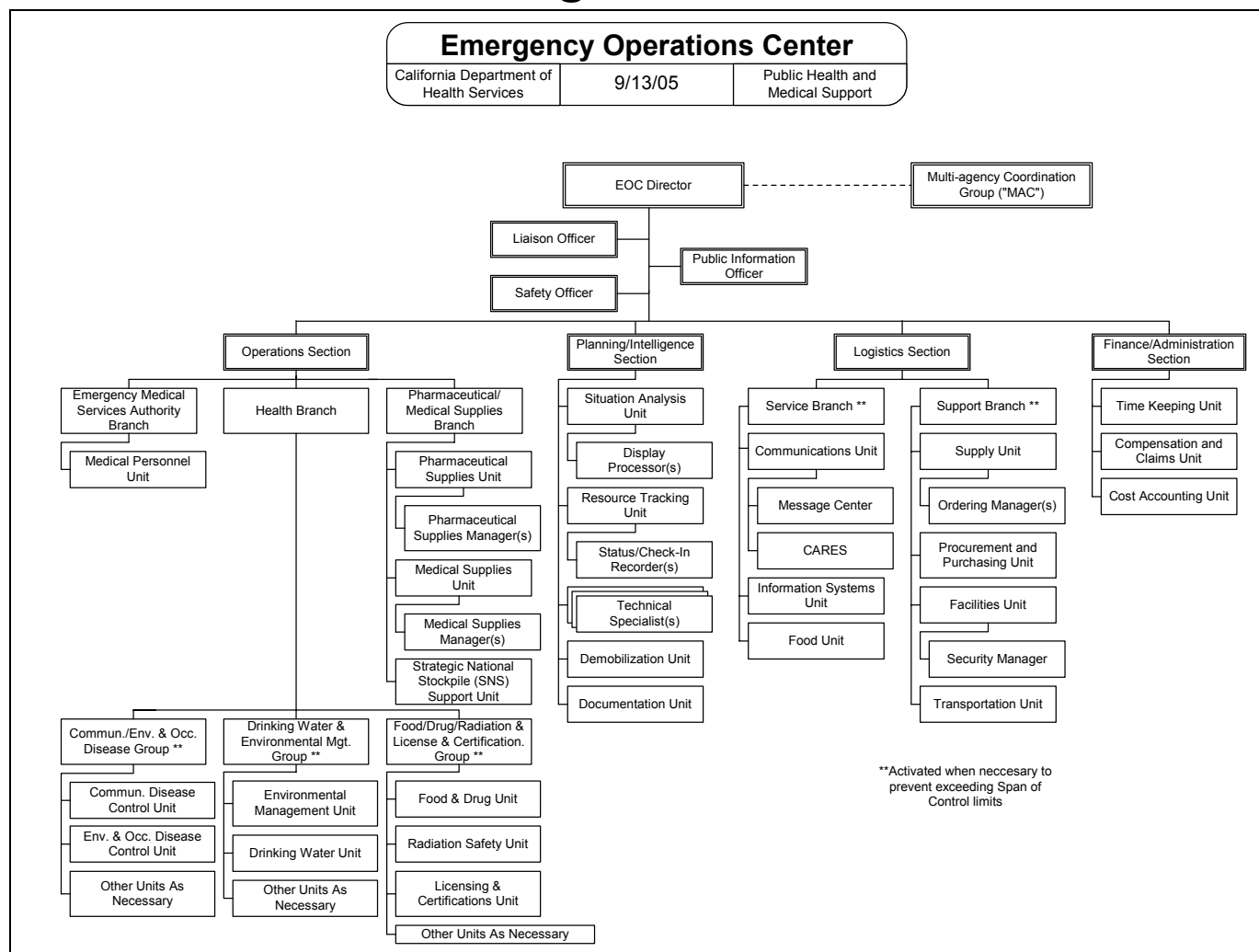


Figure: 3-1.0: CDHS EOC Organization Chart

1.0 Emergency Operations Center

Emergency Operations Centers, or (EOCs), are facilities used by a discipline or agency, as a “department level EOC.” For the California Department of Health Services (CDHS), there will be a Primary Department Emergency Operations Center (CDHS EOC) that is staffed by the Emergency Preparedness Office (EPO) and designated department Staff. Each response program will designate a Unit Coordinator to staff the Operations Section in the department’s Primary EOC.

1.1 Primary and Alternate Facilities

The location for the CDHS EOC is in Sacramento. In the event that this facility cannot be utilized or occupied, an alternate CDHS EOC will be established.

1.2 Activation Procedures

EPO will activate the CDHS EOC at the level required, at the direction or request of one or more of the following:

- The Governor's Office of Emergency Services (OES)
- The Director of CDHS
- The EPO Deputy Director
- The EOC Director
- A CDHS Division Chief requesting support for a statutory response or responding to a request from CDHS field personnel requesting support as a level that would require the activation of the CDHS EOC
- CDHS personnel assigned as an Agency Representative or Technical Specialist at a Regional Emergency Operations Center (REOC).

1.3 Standardized Emergency Management System (SEMS) Activation Criteria

The CDHS will consider five general criteria to determine whether the CDHS EOC should be activated:

- Resources required are beyond CDHS' capability to provide adequate support.
- The event or emergency will be of long duration requiring a sustained operational response.
- Major agency policy decisions will or may be needed.
- A State Proclamation or Federal Declaration is declared or imminent.

- Activation of the SEMS functions in the CDHS EOC would facilitate the successful management of the event or emergency.

1.4 SEMS Activation Levels

SEMS recommends three levels of activation for State and regional Emergency Operations. Staffing for each level will vary depending on the intensity and likely duration of the incident or event.

Level One: Minimum Activation

At a minimum, staffing would consist of the CDHS' EOC Director or EPO first-line supervisor or designee, with a communications link to the CDHS Duty Officer. Other staffing configurations may include a Situation Analysis Unit from Planning/Intelligence and a Communications Unit from Logistics. The EOC Director or EPO first-line supervisor or designee would maintain coordination and communication, as appropriate, with the Deputy Director of the EPO, OES Warning Center, and REOC. The Deputy Director of the EPO shall establish contact with the CDHS Director's Office to inform them of the status of the situation.

Level Two: Mid Level Activation

Staff functions are activated, but at reduced staffing levels. Finance/Administration should be available to coordinate as required with the EOC Director and all Section Coordinators. However this may be accomplished from their normal offices or workstations. Level Two activation would often be achieved through either an increase from Level One or a decrease from Level Three.

Level Three: Full Activation

All SEMS functions are fully activated and staffed. This would usually occur when the majority of activation criteria are evident, to include a Gubernatorial Proclamation of an Emergency and/or Presidential Declaration of Emergency.

EOC ACTIVATION LEVELS

EOC Activation Level	Event/Situation	Minimum Staffing Requirements
One	Small medical/health event One site One CDHS response division involved Homeland Defense Threat Level - Severe	EOC Director Planning/Intel. Section Coordinator
Two	Moderate medical/health event More than one site involved Two or more CDHS response divisions involved Minimal resources/support required Limited Evacuations	EOC Director Section Coordinators as required
Three	Major medical/health event Multiple sites involved Multiple CDHS response divisions involved Major resources/support required Regional/Statewide disaster Extensive evacuations	EOC Director Management Staff as required Section Coordinators as required

1.5 EOC Functional Relationships, Diagram, and Support Needs

Management

Location:

- Close proximity to Operations and Planning/Intelligence.
- Can be in a separate room adjacent to the CDHS EOC.
- Should be easily accessible to all CDHS EOC Functions particularly Finance/Administration.

Facility/Logistical Needs:

- Conference table
- Chart paper or White Board
- Quiet meeting room for periodic briefings and meetings

Communications Equipment:

- Telephones
- Networked Computer
- Internet Access
- Cell Phones
- Access to Television/Local Media Networks

Operations

Location:

- Adjacent to Planning/Intelligence
- Close proximity to Logistics
- Should be easily accessible to Management

Facility/Logistical Needs:

- Conference table
- Chart paper or White Board
- State-wide/Region/Local Table-top Map References (event specific)

Communications Equipment:

- Telephones
- Networked Computers
- Internet Access
- Cell Phones
- Access to Television/Local Media Networks

Planning/Intelligence

Location:

- Adjacent to Operations
- Close proximity to Management

Facility/Logistical Needs:

- Conference table
- Chart paper or White Board
- State-wide/Region/Local Wall Map References (event specific)
- Adequate Wall Space for Map and Chart Information Posting

Communications Equipment:

- Telephones
- Networked Computer

- Internet Access
- Cell Phones
- Access to Television/Local Media Networks

Logistics

Location:

- Adjacent to Finance./Administration
- Close proximity to Operations

Facility/Logistical Needs:

- Conference table
- Chart paper or White Board
- Department and Agency-wide Resources Manual
- Emergency Purchase Orders
- Vendor Lists

Communications Equipment:

- Telephones
- Networked Computer
- Internet Access
- Cell Phones

Finance/Administration

Location:

- Adjacent to Logistics
- Close proximity to Management

Facility/Logistical Needs:

- Work table
- Networked Computer
- Telephones
- Time and Salary Tables
- Vendor and Contracting References
- Purchase Order Forms and Procedures
- Workers' Compensation Forms

Communications Equipment:

- Telephones
- Networked Computer
- Internet Access
- Cell Phones
- Access to Television/Local Media Networks.

1.6 CDHS EOC Equipment and Support Requirements

Equipment and supplies should be sufficient to sustain prolonged CDHS EOC operation that assumes a fully staffed CDHS EOC. Typical support items include the following:

- Furniture: desks or tables, chairs for all positions, conference tables, etc.
- Computers and printers, internet access to Response Information Management System (RIMS) Forms.
- Copiers and FAX machines
- Desk phones, cell phones, pagers with extra batteries
- Reference books, resource lists, maps, and charts

- Emergency generator or other uninterruptible power source
- TV (close-captioned), VCR, AM/FM Radio
- Display boards, white boards, electronic white boards
- Administrative supplies and office items
- Food/water supply (stored or through vendors)
- Kitchen equipment, utensils, supplies
- First aid and sanitary supplies
- Janitorial supplies

2.0 Action Planning

2.1 Action Planning Description and Requirements

- Action Planning is a requirement of SEMS and must be conducted at all SEMS levels including the field level.
- Action Planning is a coordination activity that provides direction, enhances communication and coordination, reduces redundant activity, and establishes responsibility and accountability for the response organization.
- Ensuring that Action Planning occurs is the responsibility of the EOC Director.
- The Planning/Intelligence Section Coordinator and Situation Analysis Unit are responsible for conducting the Action Planning meeting and completing the Action Plan.
- The Documentation Unit is responsible for distributing and archiving each Action Plan.
- The Action Plan must be completed on RIMS. (see Attachment 12.1 and also RIMS reports on the OES Home Page for sample Action Plans).

2.2 Guidelines for Conducting the Action Planning Meeting

- The Action Planning Process Guide (see Attachment 12.1) provides a detailed tutorial for the Planning/Intelligence Section Coordinator and Situation Analysis Unit as well as others participating in the planning process.
- Periodic tabletop exercises should be held to ensure proficiency in conducting Action Planning Meetings.

3.0 INTRA-DEPARTMENTAL COORDINATION

3.1 Operational Relationship within CDHS

3.1.1 Integration, Coordination, and Support

The SEMS organization for CDHS will promote and facilitate intra-department coordination. The chart below depicts the operational relationship between the EOC Director and each of its Programs and Executive Staff:

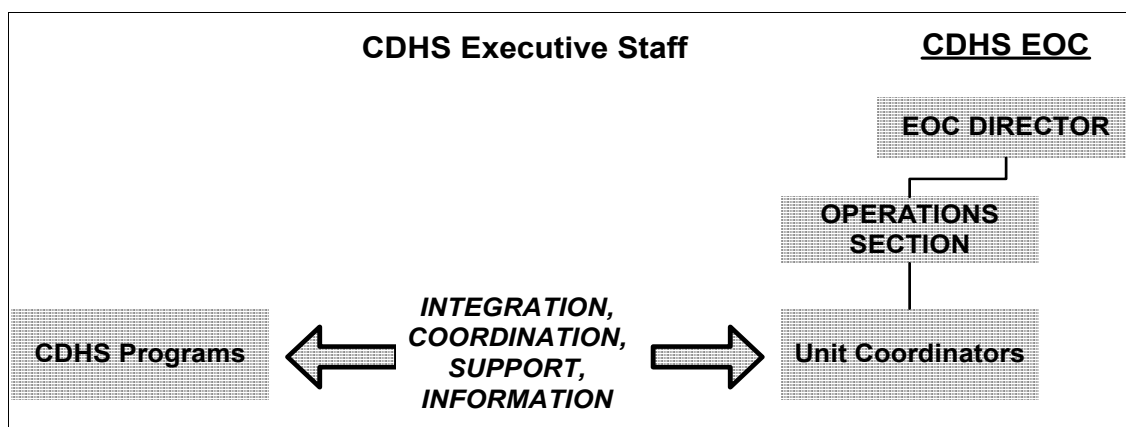


Figure: 3-3.1.1: Integration, Coordination, and Support

As illustrated above, each of the elements of CDHS are **integrated** through the activation of Program Unit Coordinators from within CDHS. These Unit Coordinators are linked with their respective CDHS programs and policy executives. Centralized **coordination** is accomplished through the networking dynamic promoted by the collocation of the Program Unit Coordinators in the CDHS EOC, Operations Section. This relationship also serves to provide **resource support** among all elements of CDHS.

- **Information Flow**

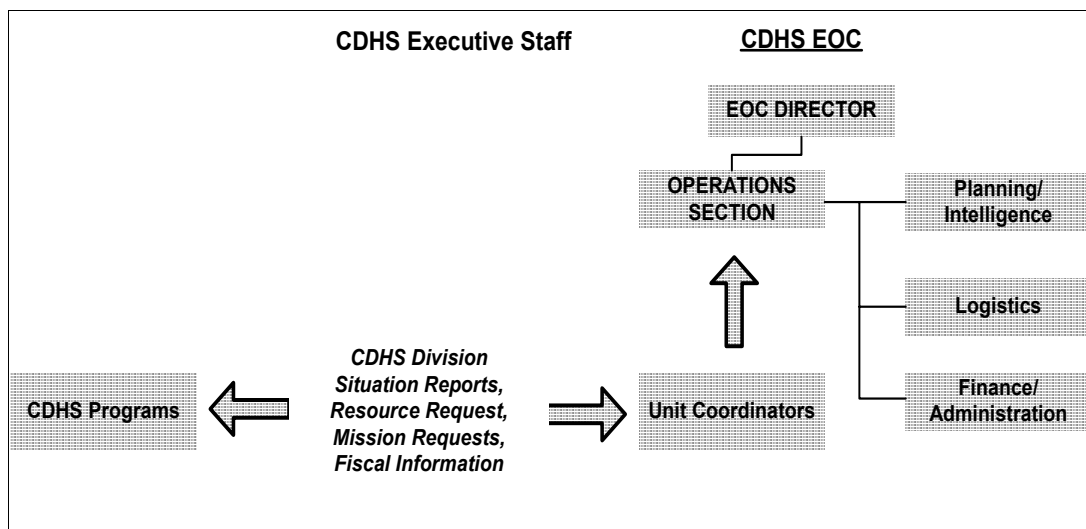


Figure 3-3.1.1 IF: Information Flow

As illustrated above, the flow of **information** occurs through the established SEMS organizational channels. Specific information, such as Situation Reports, Resource Requests, and Mission Requests, should be communicated on established SEMS or Incident Command System (ICS) forms. General information and communication may occur by phone, fax, e-mail, or other conventional means.

As indicated, the flow of **information** is multi-directional. Reports, requests, and general information flow to and from the CDHS Programs to and from the CDHS EOC. It is then disseminated throughout the functional sections as required.

3.2 Coordination with Program, District, Regional and Field Operations

It is important to maintain coordination and communication with organizational interests located away from CDHS headquarters. The illustration depicts these potential communication and coordination relationships:

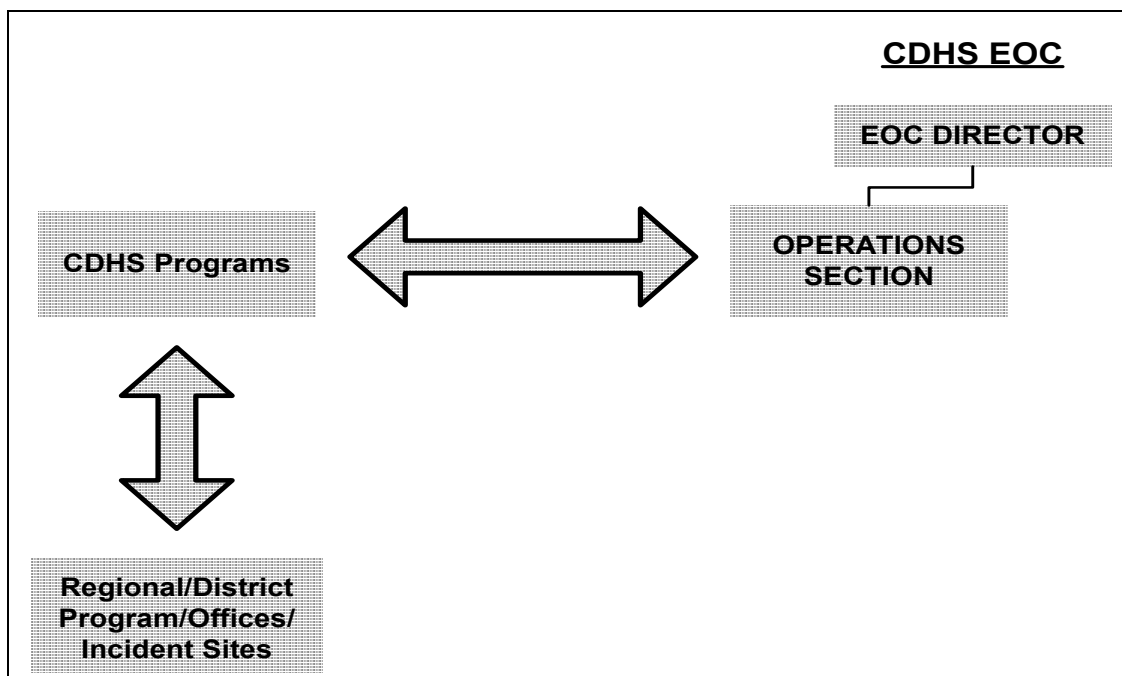


Figure 3-3.2: Coordination with Program, District, Regional and Field Operations

The illustration above depicts the coordination and communication relationship between CDHS Programs and their respective Regional/District Offices and field staff. Also shown is the potential for CDHS Programs to communicate with their agency representatives located at field incident command sites.

This diagram also represents the method in which the CDHS EOC supports programs within the CDHS with direct statutory authority over various public health programs.

Multiple Prevention Services Divisions will base their operations from the Richmond Campus. As with other CDHS programs, activities generated from this facility should be reported to the CDHS EOC through either a Unit Coordinator assigned to the Operations Section in the CDHS EOC, or a Technical Specialist assigned to the Planning/Intelligence Section in the CDHS EOC, email reports to the Operations Section Coordinator, teleconference, or other means of communication.

3.3 Coordination with Other State and Federal Agencies

It will be necessary in large-scale disasters for programs in CDHS to coordinate in some manner through EPO with OES, and perhaps other state agencies as well. Additionally, federal agencies, such as the Department of Health and Human Services (DHHS), United States Department of Homeland Security (USDHS), Federal Emergency Management Agency (FEMA), Environmental Protection Agency (EPA), etc. may also be involved in the response.

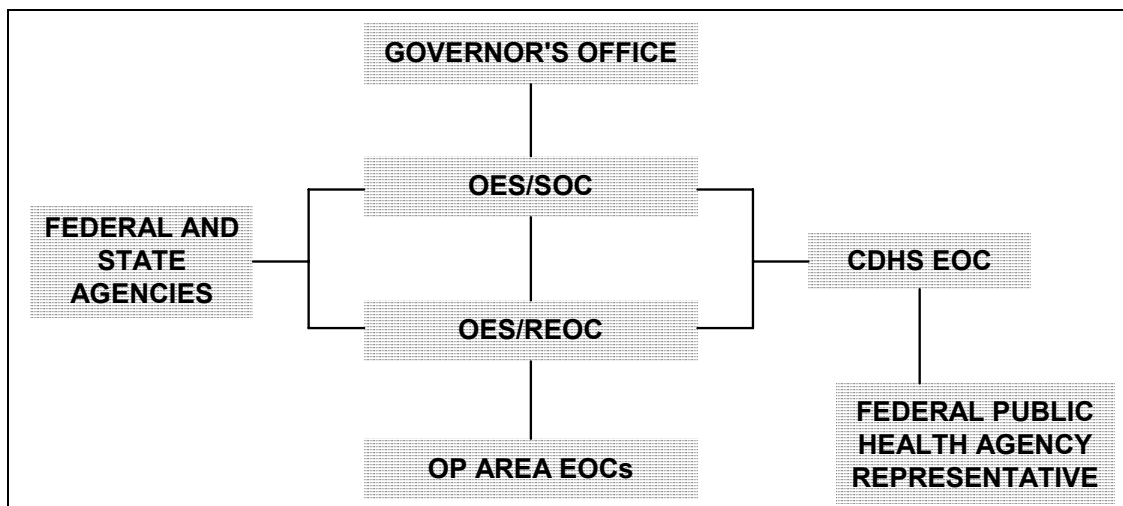


Figure 3-3.3: Coordination with Other State and Federal Agencies

As indicated in the illustration, it is important that intra-departmental coordination be maintained in these instances through the utilization of established SEMS organizational relationships. It should be noted that state agencies involved in the response will in most instances, be part of an established REOC or SOC team.

Initial Federal Coordination for Public Health and Medical resources may occur through the Federal Public Health Agency Representative or the Emergency Support Function 8 (ESF #8) representative co-located at the CDHS EOC.

3.4 Mission Assignment, Resource Requests, and RIMS Reporting

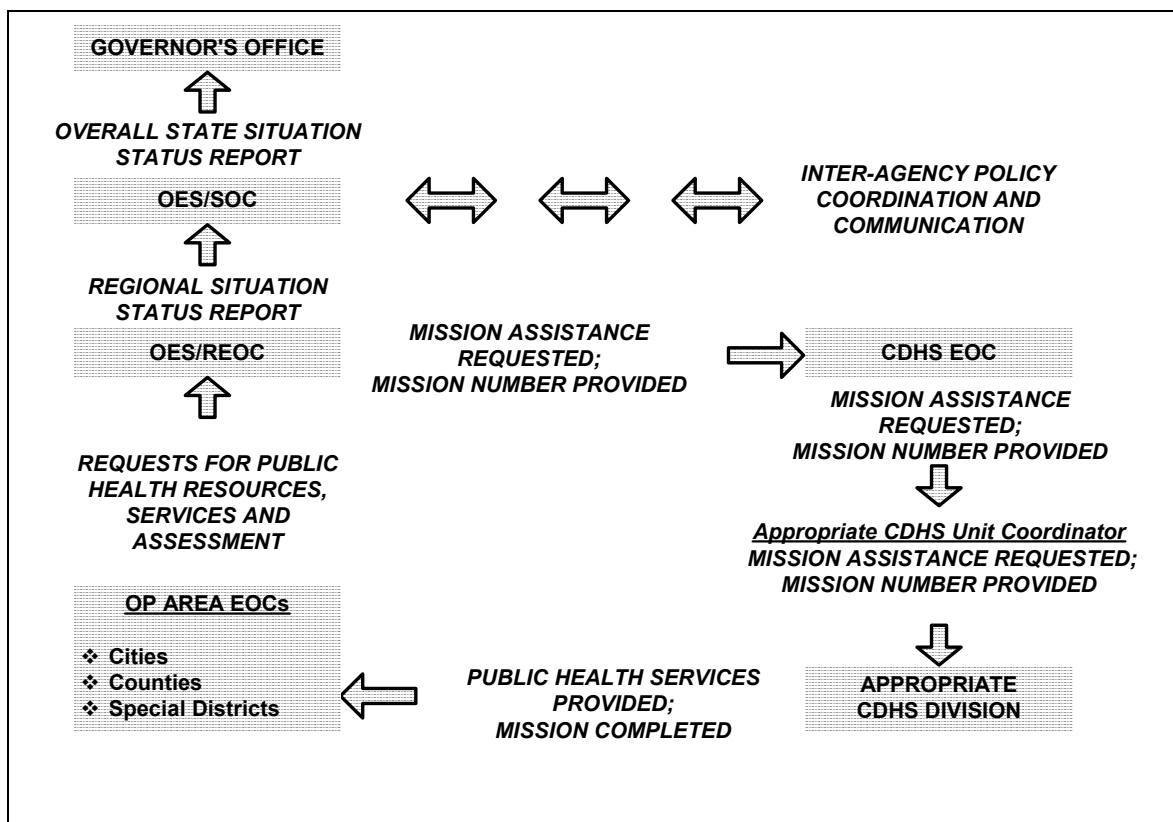


Figure 3-3.4: Mission Assignment, Resource Requests, and RIMS Reporting

The illustration above describes a number of important relationships between CDHS, its Program/Divisional Offices, and the OES. The RIMS is the primary method of coordinating missions among State agencies. RIMS provides a Mission Request/Tasking Form that is issued by OES upon approval of a request for assistance from the Operational Areas. In instances where assistance is required from CDHS, a Mission Request/Tasking Form will originate from the appropriate REOC to CDHS.

Depending on the nature of the request, the appropriate CDHS Unit Coordinator will pass the request through to their respective Program with an accompanying Mission Number Assigned by OES. Assignment of a Mission Number is essential for resource tracking, reimbursement, and other important coordination aspects of the overall response.

RIMS also provides a Situation Report Form that is adaptable for use at all SEMS levels. State agencies involved in the response must complete their Agency Situation Report and ensure its accessibility to OES. As indicated in the illustration, REOCs must provide Regional Situation Reports describing the current status of emergency response and recovery activity within their respective region. This includes a summary

of State agency involvement as well. These reports are forwarded to the SOC that in turn, prepares an overall situation summary for the Governor.

3.5 Multi-Agency Coordination

Using the CDHS secure phone bridge, Multi-Agency Coordination (MAC) (Government Code section 8607) briefings will be convened as necessary. Multi-agency or interagency coordination means the participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

The MAC group is made up of management personnel from responsible agencies and jurisdictions and those heavily supporting the effort and/or those who are significantly impacted by use of local resources. Potential participants in Public Health MAC calls may include but not be limited to local health departments, county environmental health, Regional Disaster Medical Health Coordinators (RDMHCs), emergency medical services agencies, Red Cross, and other state and federal agencies to ensure coordination of information and resource requests.

MAC agency group representatives involved in a MAC group must be fully authorized to represent their agency. Their functions can include the following:

- Ensure that current situation and resource tracking is provided by their agency.
- Prioritize incidents by an agreed upon set of criteria.
- Determine specific resource requirements by agency.
- As needed, designate area or regional mobilization and demobilization centers within their jurisdictions.
- Determine resource availability for out-of-jurisdiction assignments and the need to provide resources in Mobilization Centers.
- Collectively allocate scarce or limited resources to incidents based on priorities.
- Anticipate and identify future resource needs.
- Review and coordinate policies, procedures, and agreements as necessary.

- Consider legal and fiscal implications.
- Review need for participation by other agencies.
- Provide liaison with out-of-the-area facilities and agencies as appropriate.
- Critique and recommend improvements to MACS and MAC Group Coordinators.
- Provide personnel cadre and transition to emergency or disaster recovery as necessary.

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4.0 SEMS POSITION DESCRIPTIONS AND CHECKLISTS

- **Management Staff**
- **Operations Section**
- **Planning/Intelligence Section**
- **Logistics Section**
- **Finance/Administration
Section**

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5.0 Management Staff Function Specific Handbook

- Position Descriptions
- Checklists

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5.0 MANAGEMENT STAFF FUNCTION SPECIFIC HANDBOOK

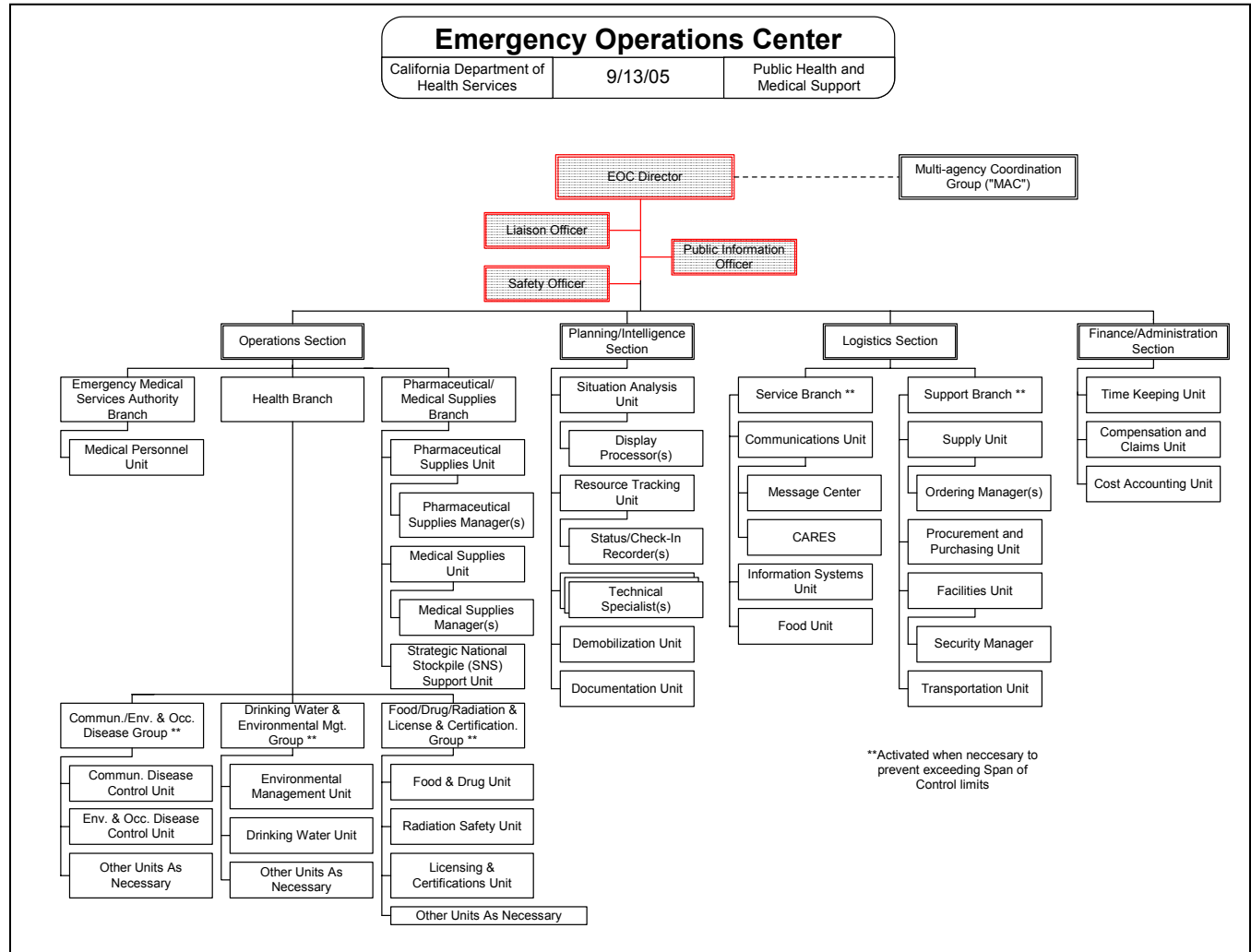


Figure 3-5.0: Management Staff

5.1 General Considerations

A. Contents

This handbook contains functional descriptions, responsibilities, and checklists for personnel assigned to the Management Staff of CDHS EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to positions within the Management Staff. CDHS may supplement the responsibilities and checklists to meet its EOC operating requirements.

B. Standardized Emergency Management System (SEMS)

State agencies must use SEMS. Local government must use SEMS to be eligible for state funding of response-related costs under disaster assistance programs.

The SEMS Regulation (P) 2403 requires that local governments, operational areas, regional and state level EOCs provide for the following functions: Management, Operations, Planning/Intelligence, Logistics and Finance/Administration. These five primary functions in SEMS provide the foundation for establishing an effective CDHS EOC management team.

C. California Department of Health Services Emergency Operations Center (CDHS EOC)

The location for the CDHS EOC is in Sacramento. In the event that this facility cannot be utilized or occupied, an alternate CDHS EOC will be established.

D. CDHS EOC Organization

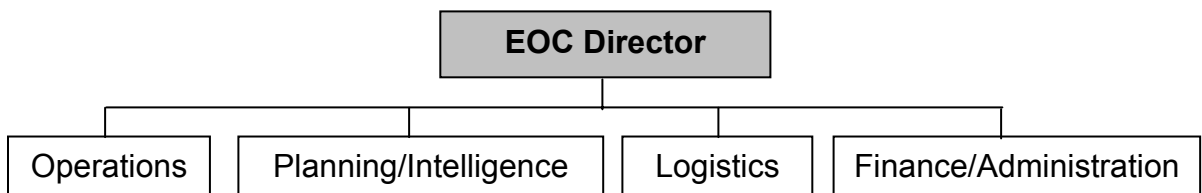


Figure 3-5.1D: CDHS EOC Organization

When activated, the five primary CDHS EOC functions are established as separate **sections** of the CDHS EOC organization. Within each section, there may be several sub-functions that would normally be established as branches or units depending on their size.

The functions described here are those activities that may require staffing of the Management Staff Function during activation.

E. Staffing

The determination of the appropriate level of staffing is the responsibility of CDHS. SEMS requires agencies to consider and utilize the following guidance:

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics and Finance/Administration

Sections may have a standard designation of personnel for all emergencies).

- Maintain a span of control not to exceed one supervisor for up to seven directly supervised personnel.
- One person may have delegated authority for more than one area of responsibility. Usually this occurs early in the Activation Phase or in the Demobilization Phase.
- Each functional area can be expanded as needed into additional organizational units with further delegation of authority.
- If a Section or Management Staff Function is not activated, the EOC Director will perform its responsibilities.

5.2 Generic Checklist

Checklists for each position are listed by three phases: Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization phases of CDHS EOC activation common to all positions are listed below.

Activation Phase:

- ☐ Check in with the Check-In/Status Recorder upon arrival at the CDHS EOC.
- ☐ Receive briefing from immediate supervisor.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain Unit/Activity Log (ICS Form 214) that chronologically describes your actions taken during your operational period.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Organize and brief subordinates.

Demobilization Phase:

- ☐ Respond to demobilization orders and brief subordinates regarding demobilization.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to your supervisor prior to your departure.

- ☐ Be prepared to provide input to the after-action report.
- ☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached.

5.3 Management Staff Functional Descriptions

The EOC Director has the authority and responsibility to direct all CDHS EOC activity. The Director may delegate authority to members of the General Staff. Management Staff positions will vary depending upon the need. Positions may be activated at a one-person level, or at a unit, group or branch, level depending upon the level of activation, the work to be accomplished, and the number of personnel needed.

The Management Staff within the CDHS EOC establishes operational priorities for the Management Staff as well as General Staff positions. Personnel assigned to the Management Staff provide information to and coordinate CDHS emergency policy and priorities with the CDHS Director and Disaster Policy Council when activated.

5.4 EOC Director

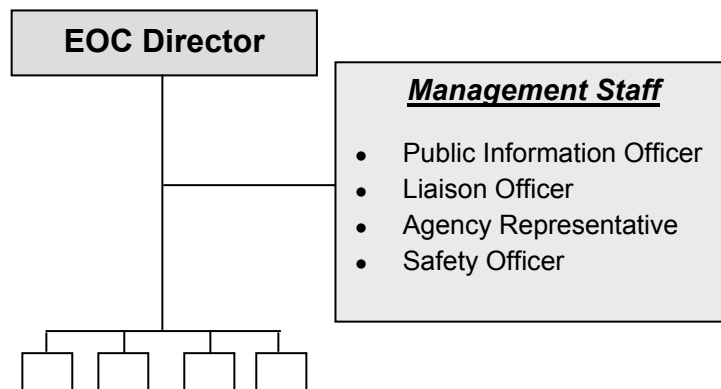


Figure 3-5.4: EOC Director

Responsibilities:

The EOC Director has overall responsibility and authority for the operation and direction of the CDHS EOC. He/she will assure that the CDHS EOC is staffed and operated at a level commensurate with the emergency. The EOC Director's reporting relationship is as follows:

Intra-Organizational Reporting Relationships:

- Designated Department Executive(s)

Inter-Organizational Reporting Relationships:

- Other State Agency EOC Directors as required to ensure inter-agency policy coordination.

In addition, the EOC Director shall:

Establish the appropriate staffing level for the CDHS EOC and continuously monitor organizational effectiveness, ensuring that appropriate modifications occur as required.

Facilitate the process for the CDHS Executive Office, in conjunction with the Disaster Policy Council and the Emergency Medical Services Authority (EMSA), or the MACS, to establish priorities for response and recovery efforts. Ensure that all actions are accomplished within the scope of the established priorities.

Exercise overall management responsibility ensuring that intra-departmental coordination is accomplished effectively.

Activation Phase:

- ☐ Review the Generic Checklist (page 25).
- ☐ Notify the EPO Deputy Director that the CDHS EOC is activated.
- ☐ Determine appropriate level of activation based on situation as known.
- ☐ Coordinate with activated Programs.
- ☐ Obtain briefing from available information sources.
- ☐ Ensure that the CDHS EOC is properly set up and ready for operation.
- ☐ Ensure that a CDHS EOC check-in procedure is established immediately.
- ☐ Ensure that a CDHS EOC organization and staffing chart is posted and completed.
- ☐ Activate the following Management Staff Positions as required:
 - ☐ Public Information Officer
 - ☐ Liaison Officer
 - ☐ Safety Officer
- ☐ Activate the following General Staff Positions as required:
 - ☐ Operations Section Coordinator
 - ☐ Planning/Intelligence Section Coordinator
 - ☐ Logistics Section Coordinator
 - ☐ Finance/Administration Section Coordinator
- ☐ Ensure that all computer and telecommunication systems are functioning properly.
- ☐ Schedule the initial Action Planning meeting.
- ☐ Confer with the General Staff to determine the scope of outside agency representation required at the CDHS EOC.
- ☐ Assign a Liaison Officer to coordinate outside agency response and to assist as necessary in establishing an Inter-agency Coordination Group.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor General Staff activities to ensure that all appropriate actions are being taken.
- ☐ In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- ☐ Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- ☐ Based on current status reports, establish initial strategic objectives for the CDHS EOC.
- ☐ In coordination with Management Staff, prepare EOC Director objectives for the initial Action Planning Meeting.
- ☐ Convene the initial Action Planning meeting. Ensure that all Management Staff, General Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. (Refer to Attachment 12.1, "Action Planning Process"). Ensure the Planning/Intelligence Section appropriately facilitates the meeting.
- ☐ Once the Action Plan is completed by the Planning/Intelligence Section, review, approve, and authorize its implementation.
- ☐ Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.
- ☐ Conduct periodic briefings for CDHS Executives as required.
- ☐ Brief your Deputy, if you have one, ensuring that ongoing activities are identified and follow-up requirements are known.
- ☐ Ensure the Incident Status Summary (ICS Form 209) is completed and forwarded to appropriate higher authority.
- ☐ Order the demobilization of the CDHS EOC when appropriate.
- ☐ Perform final review and approve the Demobilization Plan, release rosters and release priorities.

Demobilization Phase:

- ☐ Follow Generic Demobilization Phase Checklist (page 25-26).
- ☐ Authorize Deactivation Phase and advise Agency Executives that the CDHS EOC is initiating deactivation procedures.
- ☐ Authorize demobilization of sections, branches, and units when they are no longer required.
- ☐ Notify other appropriate organizations of the planned demobilization, as appropriate.
- ☐ Ensure that any open actions not yet completed will be handled after demobilization.
- ☐ Ensure that all required forms or reports are completed prior to demobilization.
- ☐ Be prepared to provide input to the after action report.
- ☐ Deactivate the CDHS EOC at the designated time, as appropriate.
- ☐ Proclaim termination of the emergency response or recovery and resume normal agency operations.

5.5 Public Information Officer

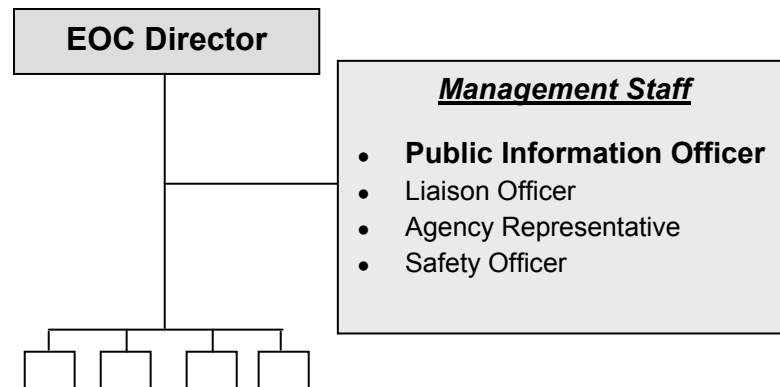


Figure 3-5.5: Public Information Officer

Responsibilities:

Structure: The Emergency Operations Center (EOC) will be staffed by a Public Information Officer (**PIO**), in coordination with the CDHS Office of Public Affairs (OPA) and EPO Risk Communication Team (**RCT**). The PIO will oversee and coordinate all public information activities functioning within the CDHS EOC and communicate with the State Office of Emergency Services Joint Information Center (OES/JIC). It is the mission of the PIO to be aware of and act as a coordination point for public focused health directed information initiated by CDHS during the activation of the EOC.

Roles: In collaboration with the PIO, the CDHS OPA will maintain their lead role in providing information to CDHS Executive Staff, Health and Human Services Agency, the Governor's office, the Legislature, and the news media. The PIO will maintain contact and provide information to the local health departments and the public via the website, CAHAN alerts, fact sheets and sample materials/templates and other related materials.

In response to a public health emergency, CDHS will execute the following public information actions. These actions will be done as a collaborative effort with approval from OPA and coordinated by the PIO, with input from the RCT. They include the following actions:

- activate the appropriate existing risk communication plans and materials focused on informing and protecting the public's health;
- prepare information releases and briefing of media representatives;
- schedule, support and coordinate press conferences;
- oversee rumor control activities;

- post crisis communication information to CDHS website;
- distribute copies of state issued press releases to other public health response partners;
- translate public information messages, as needed, into multiple languages;
- provide template and sample information public information releases to local and partner response partners, and
- coordinate development of messages for posting to OES hotline.

A primary source of information for the Public Information function will be the Situation Analysis Unit in the Planning/Intelligence Section. While not all information in the unit may be appropriate for the public, the information in the Situation Analysis Unit should be the best available and will have been verified for accuracy.

Organizing the Information function in the CDHS EOC:

Depending on the nature of the event, the PIO should request sufficient staff to address the following critical activities as required:

- Information Gathering and sharing releases with local and state response partners
- Media Center
- Rumor control and media monitoring
- OES JIC
- Print media dissemination
- Broadcast media dissemination
- Website information/notification

Responsibilities:

- Serve as the central coordination point for all CDHS media releases.
- Coordinate with the CDHS OPA on the release of emergency related information.
- Collaborate on the development of format for press conferences, in conjunction with the EOC Director.

- Maintain a positive relationship with the media representatives.
- Oversee additional public information staff assigned as required.
- Activate public information via the CDHS website and hotline.
- Provide support to the LHD PIO function, including website and hotline support.
- Distribute copies of all CDHS issued press releases to other public health response partners.

Activation Phase:

- ☐ Review the Generic Checklist (page 25).
- ☐ Determine staffing requirements and make required personnel assignments for the Public Information function as necessary and in response to the scale of the event.
- ☐ Establish contact with CDHS OPA and OES JIC, as well as LHD PIO at incident. Confirm details of incident.
- ☐ Establish contact with Richmond Laboratory, to provide needed public information through CDHS EOC and utilize CDHS Bay Area based experts as spokespersons.
- ☐ In coordination with the CDHS OPA, provide status report briefings to EPO and CDHS management and establish link with CDC Office of Communication and the OES JIC.
- ☐ Identify any restrictions in the contents of news release information from EOC Director.
- ☐ Activate the Risk Communication Plan with protocols, crisis communication assessment tools, templates, call down lists, sample press releases, and activation of crisis site on the CDHS web.
- ☐ Work with Focus Area E Lead to include important information for LHDs to use in outgoing CAHAN alerts for the public and to share press releases with partners.
- ☐ Participate in incident status calls to identify and respond to communication needs.

Operational Phase:

- ☐ Obtain policy guidance from the EOC Director and OPA with regard to media releases.

- ☐ Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- ☐ Coordinate with the Situation Analysis Unit and identify the method for obtaining and verifying significant information as it develops.
- ☐ In collaboration with the CDHS OPA, develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials.
- ☐ Implement and maintain an overall information release program in collaboration with CDHS OPA.
- ☐ Establish a media information center, as required, providing necessary space, materials, telephones and electrical power.
- ☐ Maintain up-to-date status boards and other references at the media information center. Provide adequate staff to answer questions from members of the media.
- ☐ Maintain coordination and communication with other CDHS activated public information liaisons within CDHS Programs.
- ☐ At the request of the EOC Director, prepare media briefings for CDHS executives and board members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- ☐ Ensure that a rumor control function is established to correct false or erroneous information.
- ☐ Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- ☐ Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.)
- ☐ Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- ☐ Ensure that file copies are maintained of all public information distributed and released.
- ☐ Provide copies of all media releases to the EOC Director and all affected LHD PIOs.
- ☐ Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.

- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- ☐ Ensure that the EOC Director and CDHS OPA have reviewed all news releases.
- ☐ Identify potential media spokespersons from call down lists, brief on status and identify media messages to be conveyed to the public.
- ☐ Oversee posting of press releases to web and distribution as low level CAHAN alerts.
- ☐ Update and monitor information for public on CDHS website and through OES public information hotline with input and approval from assigned program experts.
- ☐ Communicate with incident LHD PIO to support local efforts and identify special populations who may need unique communication.
- ☐ Prepare an initial incident information report in coordination with the EOC Director.
- ☐ Monitor media for rumors and misinformation.
- ☐ Inform any on-site media of the physical areas to which they have access, and those which are restricted. Coordinate Media access with the Security Unit.
- ☐ Collaborate with CDHS OPA as press conferences and statements are developed for identification of key messages.
- ☐ Brief Risk Communication Team on issue status and utilize for input and development of needed public information materials.
- ☐ Communicate with other CDHS programs, other state departments (Mental Health, Cal/EPA, etc), and other partners to identify specific communication needs for press releases, and approve fact sheets and Q/A sheets for posting.
- ☐ Obtain status reports from Section Coordinators as appropriate.
- ☐ Continue to provide status briefings to EPO, CDHS OPA and CDHS management.
- ☐ Continue to assess support needed to LHD PIO at incident and provide technical assistance and materials, as appropriate.
- ☐ Collaborate with Department of Mental Health to address emotional needs of affected communities and responders and work with CDHS OPA to issue press releases focused on maintenance of physical and emotional health and recovery.

- ☐ Continue to update information to public via website, press, OES Information Hotline with resources and referral information.
- ☐ Support the public information functions at the OES JIC and LHD EOC as requested.

Demobilization Phase:

- ☐ Follow Generic Demobilization Phase Checklist (page 25-26).

5.6 Liaison Officer

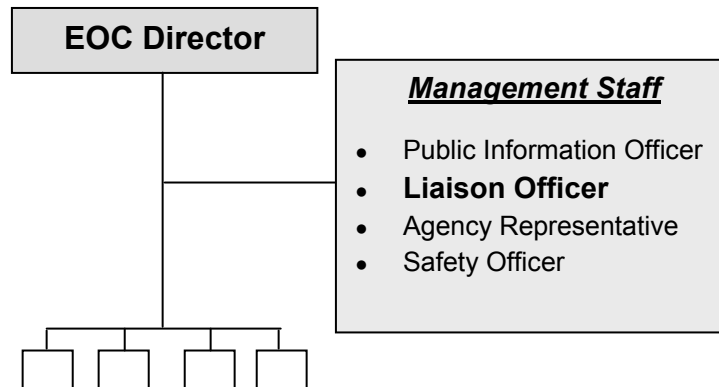


Figure 3-5.6: Liaison Officer

Responsibilities:

The CDHS EOC Liaison Officer function is the primary point of contact for all incoming agency representatives assigned to the CDHS EOC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information, and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the EOC Director is informed as to what agencies are represented in the CDHS EOC.

In addition, the EOC Director shall:

In addition, the Liaison Officer shall:

Oversee all liaison activities, including coordinating outside agency representatives assigned to the CDHS EOC and handling requests from other EOCs for CDHS Agency Representatives.

Establish and maintain a central location for incoming Agency Representatives, providing workspace and support as needed.

Ensure that position specific guidelines, policy directives, situation reports, and a copy of the CDHS EOC Action Plan are provided to Agency Representatives upon check-in.

In conjunction with the EOC Director, provide orientations for visitors to the CDHS EOC.

Ensure that demobilization is accomplished when directed by the EOC Director.

Activation Phase:

☐ Review the Generic Checklist (page 25).

Operational Phase:

- ☐ Contact Agency Representatives already on-site, ensuring that they:
 - have signed into the CDHS EOC
 - understand their role in the CDHS EOC
 - know their work locations
 - understand the CDHS EOC organization and floor plan
- ☐ Determine if additional representation is required from other State and Federal agencies.
- ☐ In conjunction with the EOC Director, establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives not assigned to one of the CDHS EOC Sections.
- ☐ Assist the EOC Director in conducting regular briefings for the Inter-agency Coordination Group and with distribution of the current CDHS EOC Action Plan and Situation Report.
- ☐ Request that Agency Representatives maintain communication with their agencies and provide updated information to the CDHS EOC as required.
- ☐ **With the approval of the EOC Director**, provide agency representatives from the CDHS EOC to other Department Operations Centers as required and requested.
- ☐ Maintain a roster of Agency Representatives located at the CDHS EOC. Roster should include assignment within the CDHS EOC (Section or Inter-agency Coordination Group). Roster should be distributed internally to the Management and General Staffs on a regular basis.

Demobilization Phase:

- ☐ Follow Generic Demobilization Phase Checklist (page 25-26).
- ☐ Release agency representatives no longer required in the CDHS EOC when authorized by the EOC Director.

5.7 Agency Representative(s)

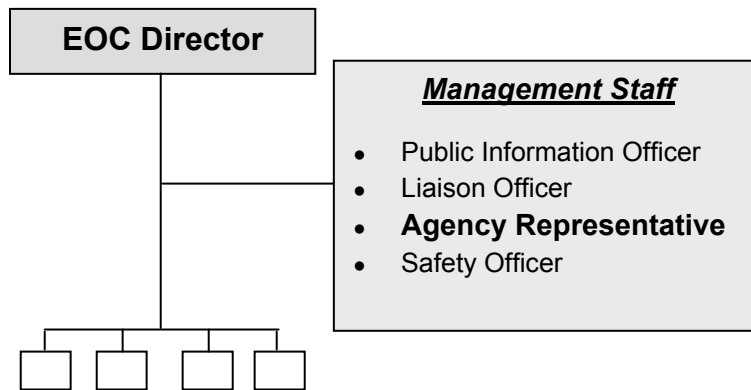


Figure 3-5.7: Agency Representative(s)

Responsibilities:

Agency Representatives are individuals assigned to the CDHS EOC by other agencies. Agency Representatives serve four principal functions: 1) they will bring to the CDHS EOC information from the agency they represent; 2) they will have been delegated authority to make decisions on matters affecting that Agency's participation in the response; 3) they will provide their agency with information obtained at the CDHS EOC; and 4) they will provide resources to support the response.

Agency Representatives participating in the CDHS EOC may include the following:

- United States Public Health Services (ESF 8)
- Governor's Office of Emergency Services (OES)
- Federal Homeland Security (National Disaster Medical System) NDMS
- Other agencies as required

Agency Representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the CDHS EOC.

Agency Representatives may facilitate requests to or from their agencies.

Agency Representatives are responsible for obtaining situation status information and response activities from their agencies for the CDHS EOC.

Agency Representatives may activate resources that can be utilized in the response.

Agency Representatives will coordinate information on agency activities with the OES through normal status reporting protocols.

Activation Phase:

- ☐ Review the Generic Checklist (page 25).
- ☐ Check in with the Liaison Officer and clarify any issues regarding your authority and assignment, including the functions of other representatives from your agency (if any) in the CDHS EOC.
- ☐ Establish communications with your home agency; notify the Communications Unit and the Liaison Officer of any communications problems.
- ☐ Unpack any materials you may have brought with you and set up your assigned station, requesting necessary materials and equipment through the Liaison Officer and/or Logistics Section.
- ☐ Obtain a CDHS EOC organization chart, floor plan, and telephone list from the Liaison Officer.
- ☐ Contact the CDHS EOC sections or branches appropriate to your responsibility; advise them of your availability and assigned work location in the CDHS EOC.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Facilitate requests for support or information that your agency can provide.
- ☐ Keep current on the general status of resources and activity associated with your agency.
- ☐ Provide appropriate situation information to the Planning Intelligence Section.
- ☐ Represent your agency at planning meetings, as appropriate, providing update briefings about your agency's activities and priorities.
- ☐ Keep your agency executives informed and ensure that you can provide agency policy guidance and clarification for the EOC Director as required.
- ☐ On a regular basis, inform your agency of the CDHS EOC priorities and actions that may be of interest.
- ☐ Maintain logs and files associated with your position.

Demobilization Phase:

- ☐ Follow Generic Demobilization Phase Checklist (page 25-26).
- ☐ When the EOC Director approves demobilization, contact your agency and advise them of expected time of demobilization and points of contact for the completion of ongoing actions or new requirements.
- ☐ Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the Liaison Officer or other appropriate individual.

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5.8 Safety Officer

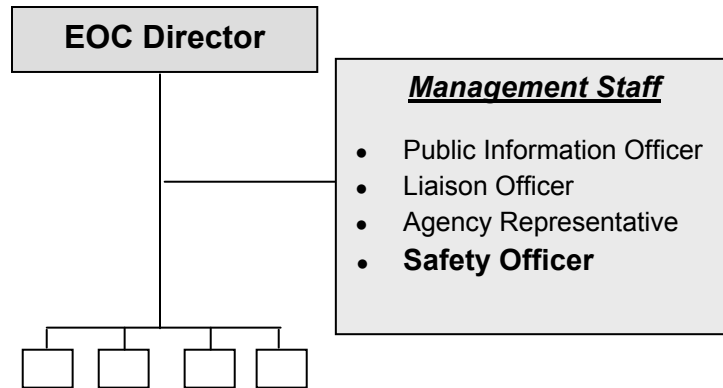


Figure 3-5.8: Safety Officer

Responsibilities:

When activated, the Safety Officer position at the CDHS EOC ensures that a safe working environment is established and maintained within the facility. The Safety Officer will routinely inspect and correct any deficiencies in the operating environment of the CDHS EOC. The Safety Officer will also ensure that personnel working in CDHS EOC positions are not over-stressed or working for extended periods that may jeopardize their health or well-being.

In addition, the Safety Officer shall:

Ensure that all buildings and other facilities used in support of the CDHS EOC are in safe operating condition.

Monitor operational procedures and activities in the CDHS EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.

Stop or modify all unsafe operations outside the scope of the CDHS EOC Action Plan, notifying the EOC Director of actions taken.

Activation Phase:

- ☐ Review the Generic Checklist (page 25).

Operational Phase:

- ☐ Ensure that necessary files are maintained.

- ☐ Tour the entire CDHS EOC facility and evaluate conditions; advise the EOC Director of any conditions and actions that might result in liability, (unsafe layout or equipment set-up, etc).
- ☐ Study the CDHS EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- ☐ Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- ☐ Prepare and present safety briefings for the EOC Director and General Staff at appropriate meetings.
- ☐ If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- ☐ Ensure that the CDHS EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water quality, etc.
- ☐ Review and approve the Site Safety and Control Plan (ICS Form 208-HM) as required.
- ☐ Keep the EOC Director advised of unsafe conditions; take action when necessary.
- ☐ Coordinate with the Finance/Administration Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.
- ☐ Identify any special considerations for the Demobilization Plan.
- ☐ Make recommendations to remedy any potential safety problems inherent in the Demobilization Plan.

Demobilization Phase:

- ☐ Follow Generic Demobilization Phase Checklist (page 25-26).

6.0 Operations Section Function Specific Handbook

- Position Descriptions
- Checklists

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6.0 OPERATIONS SECTION FUNCTION SPECIFIC HANDBOOK

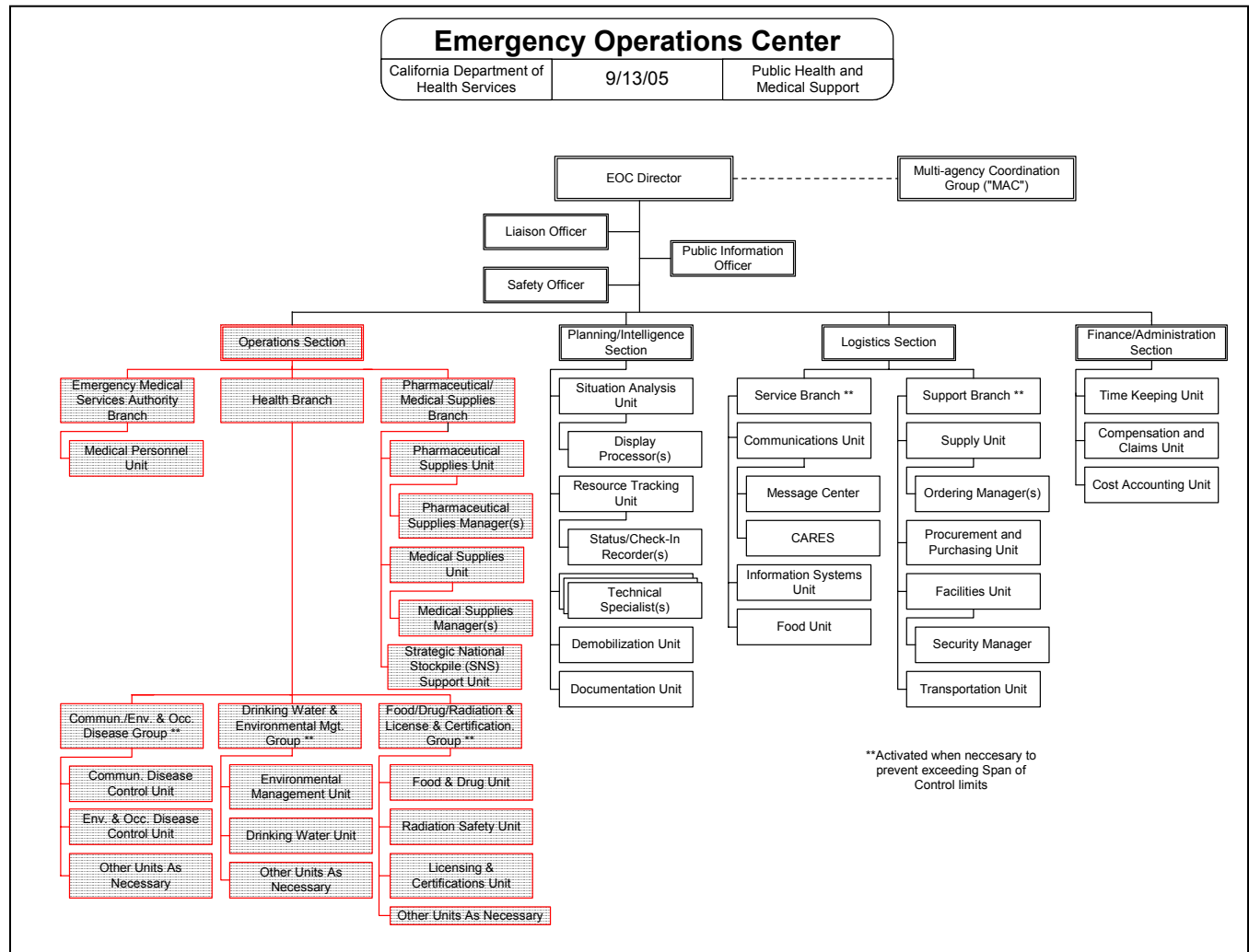


Figure 3-6.0: Operations Section

6.1 General Considerations

A. Contents

This handbook contains functional descriptions, responsibilities, and checklists for personnel assigned to the Management Staff of CDHS EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to positions within the Operations Section. CDHS may supplement the responsibilities and checklists to meet its EOC operating requirements.

B. Standardized Emergency Management System (SEMS)

State agencies must use SEMS. Local government must use SEMS to be eligible for state funding of response-related costs under disaster assistance programs.

The SEMS Regulation (P) 2403 requires that local governments, operational areas, regional and state level EOCs provide for the functions of: Management, Operations, Planning/Intelligence, Logistics and Finance/Administration. These five primary functions in SEMS provide the foundation for establishing an effective CDHS EOC management team.

C. California Department of Health Services Emergency Operations Center (CDHS EOC)

The location for the CDHS EOC is in Sacramento. In the event that this facility cannot be utilized or occupied, an alternate CDHS EOC will be established.

D. EOC Organization

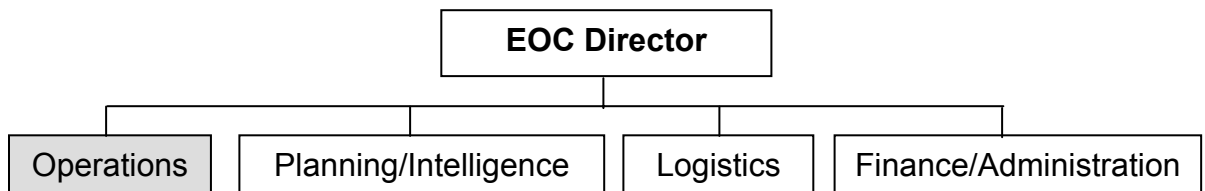


Figure 3-6.1D: CDHS EOC Organization

When activated, the five primary CDHS EOC functions are established as separate **sections** of the CDHS EOC organization. Within each section, there may be several sub-functions that would normally be established as branches or units depending on their size.

The functions described here are those activities that may require staffing of the Operations Section during activation.

E. Staffing

The determination of the appropriate level of staffing is the responsibility of the EOC Director. SEMS requires agencies to consider and utilize the following guidance:

- Staff the section with the most qualified person in the CDHS Division most closely aligned to the emergency. (Logistics and Finance/Administration

Sections may have a standard designation of personnel for all emergencies).

- Maintain a span of control not to exceed one supervisor for up to seven sub-functions.
- One person may have delegated authority for more than one area of responsibility. Usually this occurs early in the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a function is not activated, the next in line supervisor will perform its responsibilities.

6.2 Generic Checklist

Checklists for each position are listed by three phases: Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization Phases of a CDHS EOC activation common to all positions are listed below.

Activation Phase:

- ☐ Check in with the Check-In/Status Recorder upon arrival at the CDHS EOC.
- ☐ Receive briefing from immediate supervisor.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain Unit/Activity Log (ICS Form 214) that chronologically describes your actions taken during your operational period.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Organize and brief subordinates.

Demobilization Phase:

- ☐ Respond to demobilization orders and brief subordinates regarding demobilization.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to your supervisor prior to your departure.
- ☐ Be prepared to provide input to the after-action report.
- ☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached.

6.3 Operations Section Functional Descriptions

The EOC Director has the authority and responsibility to direct all CDHS EOC activity. The EOC Director may delegate authority to members of the General Staff. Operations Section positions will vary depending upon the need. Positions may be activated at a one-person level, or at a unit, group, or branch, level depending upon the level of activation, the work to be accomplished, and the numbers of personnel needed.

The Operations Section within the CDHS EOC provides primary coordination and support for CDHS personnel assigned to other Operations Centers and/or Incident Command Posts. Personnel assigned to the Operations Section receive incoming situation reports, department status, resource requests, and field intelligence. Incoming information will be routed to the appropriate CDHS EOC section. The Unit Coordinator assigned to the Operations Section provides this information to the Operations Section Coordinator.

The Pharmaceutical/Medical Supplies Branch and the Emergency Medical Services Authority Branch in the Operations Section provide resources (staff, medical supplies, etc) to an affected operational area through the SEMS ordering process. If the Strategic National Stockpile (SNS) is deployed the SNS Support Unit is activated.

The Operations Section positions are extremely important in that they relieve the EOC Director of many activities that may interfere with the EOC Director's primary responsibility for CDHS EOC management.

6.4 Operations Section Coordinator

Responsibilities:

The Operations Section Coordinator, a member of the General Staff, is responsible for the management and coordination of all CDHS EOC related operational functions. The Operations Section Coordinator will ensure, based on the emergency that all necessary operational functions have been activated and are appropriately staffed.

In addition, the Operations Section Coordinator shall:

Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the CDHS EOC.

Ensure that operational objectives and assignments identified in the CDHS EOC Action Plan are carried out effectively.

Establish the appropriate level of staffing to effectively coordinate and support CDHS personnel assigned to the emergency or event.

Continuously monitor the organizational effectiveness and modify as necessary.

Exercise overall responsibility for the coordination of CDHS Divisional Unit Coordinators and Branch activities within the Operations Section.

Ensure that the Planning/Intelligence Section is provided with Branch Status Reports utilizing RIMS.

Conduct periodic Operations briefings for the EOC Director as required or requested.

Supervise the Operations Section.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- ☐ Meet with Planning/Intelligence Section Coordinator and Health Branch Coordinator to obtain a preliminary situation briefing.

- ☐ Based on the situation, activate appropriate Units within the Health Branch:
 - Drinking Water
 - Food and Drug
 - Radiation Safety
 - Communicable Disease
 - Laboratory Support Branch
 - Environmental and Occupational Disease Control
 - Licensing and Certification
 - Environmental Management
 - Medical Operations
 - Strategic National Stockpile Support
 - Other Units as necessary
- ☐ Confer with Logistics Section to ensure that communications systems are in place to support all activated Branches in the Operations Section.
- ☐ If required, request additional personnel as necessary for 24-hour operation.
- ☐ Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for Operations Section.
- ☐ Coordinate with the Liaison Officer regarding the need for Agency Representatives (including Emergency Support Function 8) in the Operations Section.
- ☐ Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- ☐ Identify key issues currently affecting the Operations Section; meet with Operations Section personnel and determine appropriate initial action planning objectives for the first operational period.
- ☐ Ensure that all Unit Coordinators and Branches are working together to meet Section objectives.

- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure Operations Section activity logs and other necessary files are maintained.
- ☐ Ensure that all Unit Coordinators and Branch Status Reports are provided to the Planning Intelligence Section on a periodic basis, as determined by the Situation/Analysis Unit.
- ☐ Ensure that all media contacts are referred to the Public Information Officer.
- ☐ Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- ☐ Attend and participate in EOC Director Action Planning meetings.
- ☐ Provide the Planning/Intelligence Section Coordinator with the Operations Section's objectives prior to each Action Planning meeting.
- ☐ Work closely with each Unit Coordinator or Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- ☐ Ensure that the branches coordinate all resource needs through the Logistics Section.
- ☐ Ensure that intelligence information from the Unit Coordinators and Branch Coordinators is made available to the Planning/Intelligence Section in a timely manner.
- ☐ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section, (notification of emergency expenditures and daily time sheets).
- ☐ Brief the Unit Coordinators and Branch Coordinators periodically on any updated information you may have received.
- ☐ Share status information with other sections as appropriate.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

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6.5 Emergency Medical Services Authority (EMSA) Branch Coordinator

Responsibilities:

The Emergency Medical Services Authority Branch Coordinator shall:

Organize and direct the EMSA Branch to ensure a central point for the receipt, coordination, and sharing of information regarding the resources and support needed for the disaster medical response.

Evaluate requests from the SOC via the Regional Disaster Medical/Health Coordinator/Specialist for medical personnel, and determine appropriate response recommendations.

Obtain medical personnel through proper channels.

Coordinate the mobilization and transportation of medical resources to designated areas with the CDHS EOC Transportation Unit.

Establish and maintain a tracking system of injured persons who are evacuated to other medical or health care facilities in unaffected areas of the state.

Monitor progress on implemented assignments and makes recommendations.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish a list of potentially impacted Operational Areas.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that EMSA Branch activity logs and other necessary files are maintained.
- ☐ Receive initial status report and discuss initial action plan with the Operations Section Coordinator.
- ☐ Develop a response action plan in consultation with Medical Supplies Unit Coordinator and Medical Personnel Unit Coordinator.
- ☐ Monitor the Branch status board. Determine priority and critical item needs.

- ☐ Alert the Operations Section Coordinator and Health/Medical Branch of the SOC when in-State resources are being depleted.
- ☐ Attend EOC Director Action Planning meetings at the request of the Operations Section Chief.
- ☐ Coordinate Federal assistance to fill specific medical supply or personnel needs from Emergency Support Function 8, United States Public Health Service or the National Disaster Medical System.
- ☐ Designate times for briefings and updates with Branch staff to update the Branch's response action plan.
- ☐ Ensure that the EMSA Branch has the staffing and resources sufficient to carry out its mission.
- ☐ Provide recommendations on short-term and long-term stabilization measures necessary to re-establish normal medical operations.
- ☐ Meet as often as necessary with the Medical Supplies Unit Coordinator and Medical Personnel Unit Coordinator to keep appraised of current conditions. Keep Operations Section Coordinator informed as to the status of Medical Personnel requests.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.6 Medical Personnel Unit Coordinator

Responsibilities:

The Medical Personnel Unit Coordinator shall coordinate with other Departments' Agency Representatives and the Regional Disaster Medical/Health Coordinators (RDMHC) to acquire medical personnel for deployment to disaster area. The Medical Personnel Unit Coordinator also supervises the Medical Personnel Unit activities in the acquisition of medical personnel.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Develop an action plan in consultation with the EMSA Branch Coordinator.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Ensure the accurate and timely display of personnel inventories and requests on the status board.
- ☐ Ensure that the regions or counties which provide staff are kept informed of all necessary logistical considerations such as Disaster Service Worker registration and credential verification, transportation, meals, lodging, location and length of service, etc.
- ☐ Designate times for briefings and updates with the EMSA Branch Coordinator to update the unit's action plan.
- ☐ Ensure staff is informed on the disaster status and response activities.
- ☐ Ensure that the Medical Personnel Unit has the staffing and resources sufficient to carry out its responsibilities.
- ☐ Alert the EMSA Branch Coordinator when in-State medical personnel are being depleted.
- ☐ Brief the EMSA Branch Coordinator as to the status of personnel inventories, requests, and possible shortfalls.

- ☐ Coordinate with the Logistics Section to ensure that documentation for medical personnel ordered are included in the Finance/Administration Section expenditure calculations.
- ☐ Coordinate with Transportation Unit Coordinator for movement of acquired personnel.
- ☐ Coordinate data entry to ensure that tracking capabilities are sufficient. Report any problems to the EMSA Branch Coordinator.
- ☐ Maintain the Medical Personnel Unit's Critical Item status board. This status board will reflect medical personnel shortfalls that are necessary to fill requests.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.7 Medical Personnel Unit Clerk(s)

(2 minimum)

Responsibilities:

The Medical Personnel Unit Clerk(s) shall:

Assure proper receiving, tracking, logging, and releasing of incoming and outgoing messages for the Medical Personnel Unit. Serve as coordinator between the Medical Personnel Unit and the RDMHCs and/or counties in unaffected areas of the state and coordinate the acquisition of medical personnel from these areas for deployment to the disaster area.

Receive briefing from Medical Personnel Unit Coordinator on status of situation. Record the initial inventories of personnel by region and occupation in the personnel inventory log.

Maintain contact with regional coordinators for possible acquisition of medical personnel from inventory of assigned region or counties.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Receive briefing from Medical Personnel Unit Coordinator on status of situation.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Contact assigned region or counties and obtain inventories of available personnel.
- ☐ Maintain contact with regional coordinators for possible acquisition of medical personnel from inventory of assigned region or counties.
- ☐ Inform the regions or counties which provide staff of all necessary logistical considerations such as Disaster Service Worker registration and credential verification, transportation, meals, lodging, location, and length of service, etc.
- ☐ Obtain briefings from the Medical Personnel Unit Coordinator regarding changing status that might affect the volume of requests for specific personnel classifications.

☐ Receive and post personnel inventories and requests for medical personnel on the status board.

☐ Update status board as needed.

Demobilization Phase:

☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.8 Health Branch Coordinator

Responsibilities:

The Health Branch Coordinator shall:

Organize and direct the Health Branch in the Operations Section to ensure a central point for the receipt, coordination, and sharing of information regarding CDH's disaster response, and to coordinate the resources and support needed by the CDHS Program Divisions.

Coordinate with the EMSA Branch Coordinator and the Pharmaceutical/Medical Supplies Branch Coordinator.

Exercise overall responsibility for the coordination of unit activities within the Health Branch.

Keep the Operations Section Coordinator informed of significant issues affecting the Health Branch.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Based on the situation, activate appropriate Units within the Health Branch:
 - Communicable Disease
 - Environmental and Occupational Disease Control
 - CDHS Richmond Laboratory
 - Environmental Management
 - Drinking Water
 - Food and Drug
 - Radiation Safety
 - Licensing and Certification
 - Other Units as necessary
- ☐ If required, request additional personnel as necessary for 24-hour operation.

- ☐ Based on the situation known or forecasted, determine likely future needs of the Health Branch.
- ☐ Identify key issues currently affecting the Health Branch; meet with Health Branch personnel and determine appropriate initial action planning objectives for the first operational period.
- ☐ Ensure that all Unit Coordinators are working together to meet Health Branch objectives.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure Operations Section activity logs and other necessary files are maintained.
- ☐ Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- ☐ Based on the initial CDHS EOC strategic objectives prepare objectives for the Operations Section Branch and provide them to Operations Section Coordinator prior to the first Action Planning meeting.
- ☐ Attend and participate in EOC Director Action Planning meetings at the request of the Operations Section Coordinator.
- ☐ Work closely with each Unit Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- ☐ Ensure that the Units coordinate all resource needs through the Logistics Section.
- ☐ Ensure that intelligence information from the Unit Coordinators is made available to the Planning/Intelligence Section in a timely manner.
- ☐ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section, (notification of emergency expenditures and daily time sheets).
- ☐ Brief the Unit Coordinators and periodically on any updated information you may have received.
- ☐ Share status information with other sections as appropriate.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.9 Communicable, Environmental and Occupational Disease Group Coordinator

Responsibilities:

The Communicable, Environmental and Occupational Disease Group Coordinator supervises the operations of the Communicable, Environmental and Occupational Disease Group.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Confirm request of Group's Unit personnel.
- ☐ Participate in Health Branch planning meetings.
- ☐ Review CDHS EOC Action Plan.
- ☐ Coordinate activities of Communicable, Environmental and Occupational Disease Group units.
- ☐ Inform the Health Branch Coordinator of Communicable, Environmental and Occupational Disease Group activities.
- ☐ Resolve Communicable, Environmental and Occupational Disease Group problems.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 50).

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6.10 Communicable Disease Control Unit Coordinator

(CDHS Division of Communicable Disease Control)

Responsibilities:

The Communicable Disease Control Unit Coordinator represents the Division of Communicable Disease Control as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Communicable Disease Control Unit Coordinator functions as a technical advisor to the Communicable, Environmental and Occupational Disease Group Coordinator, to provide information on the response activities of the Division of Communicable Disease Control, develop long-range action plans, and monitor program resource needs and potential shortfalls. The Communicable Disease Control Unit Coordinator should have a full understanding of the Division. The Communicable Disease Control Unit Coordinator should be delegated full authority by the Division to make decisions on all matters concerning the Division's response.

In addition, the Communicable Disease Control Unit Coordinator shall:

Coordinate with Divisional Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Operations Section Coordinator for briefings and updates for the Public Information Officer on program activities.

Support resource requests from the CDHS Division of Communicable Disease Control for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

The activities for the CDHS Division of Communicable Disease Control are the surveillance, prevention, and control of infectious diseases in California.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish communication with your Division Management or Program regarding activities within your program. Obtain status, when possible, from your CDHS program management.

- ☐ Obtain the CDHS Division of Communicable Disease Control's objectives and provide them to the Operations Section Coordinator.
- ☐ Notify the Communicable, Environmental and Occupational Disease Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor CDHS Division field activities provided by Division Management and report activities to the Communicable, Environmental and Occupational Disease Group Coordinator.
- ☐ Coordinate risk assessment and planning activities with other local, state and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies
- ☐ Provide information in collaboration with CDHS Division Management on stabilization measures that may otherwise affect public health.
- ☐ Represent the CDHS Division of Communicable Disease Control in the development of the action plans by the Planning/Intelligence Section Coordinator, and ensure the Planning/Intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.11 Environmental and Occupational Disease Control Unit Coordinator

(CDHS Prevention Services)

Responsibilities:

The Environmental and Occupational Disease Control Unit Coordinator represents the Division of Environmental and Occupational Disease Control as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Environmental and Occupational Disease Control Unit Coordinator functions as a technical advisor to the Communicable, Environmental and Occupational Disease Group Coordinator, to provide information on the response activities of the Division of Environmental and Occupational Disease Control, develop long-range action plans, and monitor program resource needs and potential shortfalls. The Environmental and Occupational Disease Control Unit Coordinator should have a full understanding of the Division. The Environmental and Occupational Disease Control Unit Coordinator should be delegated full authority by the Division to make decisions on all matters concerning the Division's response.

In addition, the Environmental and Occupational Disease Control Unit Coordinator shall:

Coordinate with CDHS Division Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Communicable, Environmental and Occupational Disease Group Coordinator for briefings and updates for the Public Information Officer on program activities.

Support resource requests from the CDHS Division of Environmental and Occupational Disease Control for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

The activities for the CDHS Division of Environmental and Occupational Disease Control include the following:

Provide radiological assessment in support of local and state authorities and licensees to prevent injury and minimize radiation exposure to the public and emergency workers and, when appropriate, take direct action in to mitigate an emergency problem.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish communication with your CDHS Division Management regarding activities within your program. Obtain status, when possible, from your CDHS program management.
- ☐ Obtain the CDHS Environmental and Occupational Disease Control Division's objectives and provide them to the Communicable, Environmental and Occupational Disease Group Coordinator.
- ☐ Notify the Communicable, Environmental and Occupational Disease Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that files are maintained.
- ☐ Monitor CDHS Division field activities provided by the CDHS Division Management and report activities to the Operations Section Coordinator utilizing status reports.
- ☐ Coordinate risk assessment and planning activities with other local, state and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies.
- ☐ Provide information in collaboration with CDHS programs on stabilization measures that may otherwise affect public health.
- ☐ Represent the CDHS Division of Environmental and Occupational Disease Control in the development of the action plans by the Planning/Intelligence Section Coordinator, and ensure the Planning/Intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.12 Drinking Water and Environmental Management Group Coordinator

Responsibilities:

The Drinking Water and Environmental Management Group Coordinator supervises the operations of the Drinking Water and Environmental Management Group.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Confirm request of Group's Unit personnel.
- ☐ Participate in Health Branch planning meetings.
- ☐ Review CDHS EOC Action Plan.
- ☐ Coordinate activities of Drinking Water and Environmental Management Group units.
- ☐ Inform the Health Branch Coordinator of Drinking Water and Environmental Management Group activities.
- ☐ Resolve Drinking Water and Environmental Management Group problems.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 50).

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6.13 Environmental Management Unit Coordinator

(CDHS Division of Drinking Water and Environmental Management)

Responsibilities:

The Environmental Management Unit Coordinator represents the Division of Drinking Water and Environmental Management as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Environmental Management Unit Coordinator functions as a technical advisor to the Drinking Water and Environmental Management Group Coordinator to provide information on the response activities the Division of Drinking Water and Environmental Management, develop long-range action plans, and monitor program resource needs and potential shortfalls. The Environmental Management Unit Coordinator should have a full understanding of the program. The Environmental Management Unit Coordinator should be delegated full authority by the program to make decisions on all matters concerning the program's response.

In addition, the Environmental Management Unit Coordinator shall:

Coordinate with CDHS Divisional Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Drinking Water and Environmental Management Group Coordinator for briefings and updates for public information on program activities.

Support resource requests from the CDHS Drinking Water and Environmental Management Division for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

The activities for the CDHS Environmental Management program include the following:

In coordination with the Office of Emergency Services (OES), develop emergency response plans for nuclear power plant and other radiological disasters involving ingestion pathway, reentry, and recovery issues to ensure the protection of public health and safety from radiation exposure.

Assist state and local agencies to ensure that the public is not subject to hazards resulting from exposure to medical wastes, contaminated shellfish growing or harvesting areas, and other environmental health hazards.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish communication with your CDHS Division Management regarding activities within your program. Obtain status, when possible, from your CDHS program management.
- ☐ Obtain the objectives from the CDHS Environmental Management program and provide them to the Drinking Water and Environmental Management Group Coordinator.
- ☐ Notify the Drinking Water and Environmental Management Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Receive briefing from the Drinking Water and Environmental Management Group Coordinator on the current situation status.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor Division field activities provided by the CDHS Division Management and report activities to the Drinking Water and Environmental Management Group Coordinator utilizing status reports.
- ☐ Coordinate risk assessment and planning activities with other local, state and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies.
- ☐ Provide Information in collaboration with CDHS programs on stabilization measures that may otherwise affect public health.
- ☐ Represent the CDHS Environmental Management program in the development of the action plans by the Planning/Intelligence Section Coordinator, and ensure the Planning/Intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 50).

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6.14 Drinking Water Unit Coordinator

(CDHS Division of Drinking Water and Environmental Management)

Responsibilities:

The Drinking Water Unit Coordinator represents the Division of Drinking Water and Environmental Management as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Drinking Water Unit Coordinator functions as a technical advisor to the Drinking Water and Environmental Management Group Coordinator, to provide information on the response activities of the Division of Drinking Water and Environmental Management, develop long-range action plans, and monitor program resource needs and potential shortfalls. The Drinking Water Unit Coordinator should have a full understanding of the program. The Drinking Water Unit Coordinator should be delegated full authority by the program to make decisions on all matters concerning the program's response.

In addition, the Drinking Water Unit Coordinator shall:

Coordinate with Divisional Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Drinking Water and Environmental Management Group Coordinator for briefings and updates for the Public Information Officer on program activities.

Support resource requests from the CDHS Drinking Water and Environmental Management Division for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

The activities for the CDHS Drinking Water program include the following:

- Access lists of public water systems maintained by the Drinking Water Division, including contact persons and phone numbers.
- Communicate with Drinking Water District Engineers to ensure that coordination with local health authorities on the oversight of smaller public water systems in emergencies and disasters.
- Maintain communication with the U.S. Environmental Protection Agency and other CDHS programs with which the Drinking Water Field Operations and Technical Programs Divisions will coordinate in a disaster. Provide personnel to advise local health authorities.

- Assess the extent of damage to domestic water systems in the affected area.
- Determine whether the water supplies in the affected area are safe for drinking.
- When requested, provide the CDHS EOC with the list of domestic water utilities maintained by the CDHS Drinking Water Field Operations Program.
- Advise and coordinate with local environmental health staff in performing needed drinking water system protection activities.

In coordination with the Public Information Officer, inform the public regarding the safety of the drinking water in the disaster area. If the water is not safe, issue appropriate information and instructions to the public on how to purify water or obtain potable water.

Develop and maintain plans and procedures to evaluate water systems and ensure the safety of the drinking water supply following a disaster.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish communication with your CDHS Division Management regarding activities within your program. Obtain status, when possible, from your CDHS program management.
- ☐ Obtain the objectives from the CDHS Drinking Water Division and provide them to the Drinking Water and Environmental Management Group Coordinator.
- ☐ Notify the Drinking Water and Environmental Management Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Receive briefing from the Drinking Water and Environmental Management Group Coordinator on the current situation status.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor Division field activities provided by the CDHS Division Management and report activities to the Drinking Water and Environmental Management Group Coordinator utilizing status reports.

- ☐ Coordinate risk assessment and planning activities with other local, state and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies
- ☐ Provide information in collaboration with CDHS programs on stabilization measures that may otherwise affect public health.
- ☐ Represent the CDHS Drinking Water program in the development of the action plans by the Planning/Intelligence Section Coordinator, and ensure the Planning/Intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

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6.15 Food/Drug/Radiation and Licensing and Certification Group Coordinator

Responsibilities:

The Food/Drug/Radiation and Licensing and Certification Group Coordinator supervises the operations of the Food/Drug/Radiation and Licensing and Certification Group.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Confirm request of Group's Unit personnel.
- ☐ Participate in Health Branch planning meetings.
- ☐ Review CDHS EOC Action Plan.
- ☐ Coordinate activities of Food/Drug/Radiation and Licensing and Certification Group units.
- ☐ Inform the Health Branch Coordinator of Food/Drug/Radiation and Licensing and Certification Group activities.
- ☐ Resolve Food/Drug/Radiation and Licensing and Certification Group problems.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 50).

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6.16 Food and Drug Unit Coordinator

(CDHS Division of Food, Drug and Radiation Safety)

Responsibilities:

The Food and Drug Unit Coordinator represents the Division of Food, Drug and Radiation Safety Division as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Food and Drug Unit Coordinator functions as a technical advisor to the Food/Drug/Radiation and Licensing and Certification Group Coordinator, to provide information on the response activities of the Division of Food, Drug and Radiation Safety, develop long-range action plans, and monitor program resource needs and potential shortfalls. The Food and Drug Unit Coordinator should have a full understanding of the Food and Drug program. The Food and Drug Unit Coordinator should be delegated full authority by the program to make decisions on all matters concerning the program's response.

In addition, the Food and Drug Unit Coordinator shall:

Coordinate with CDHS Divisional Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Food/Drug/Radiation and Licensing and Certification Group Coordinator for briefings and updates for the Public Information Officer on program activities.

Support resource requests from the CDHS Division of Food, Drug and Radiation Safety for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

The activities for Food and Drug Program include the following:

Ensure the safety of food, drugs, medical devices, cosmetics, and bottled or hauled water.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish communication with your CDHS Division Management regarding activities within your program. Obtain status, when possible, from your program management.

- ☐ Obtain the CDHS Food and Drug program's objectives and provide them to the Food/Drug/Radiation and Licensing and Certification Group Coordinator.
- ☐ Notify the Food/Drug/Radiation and Licensing and Certification Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Receive briefing from the Food/Drug/Radiation and Licensing and Certification Group Coordinator on the current situation status.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor Division field activities provided by the CDHS and report activities to the Food/Drug/Radiation and Licensing and Certification Group Coordinator utilizing status reports.
- ☐ Coordinate risk assessment and planning activities with other local, state, and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies
- ☐ Provide information in collaboration with CDHS programs on stabilization measures that may otherwise affect public health.
- ☐ Represent the CDHS Food and Drug program in the development of the action plans by the Planning/intelligence Section Coordinator, and ensure the Planning/intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.17 Radiation Safety Unit Coordinator

(CDHS Division of Food, Drug and Radiation Safety)

Responsibilities:

The Radiation Safety Unit Coordinator represents the Division of Food, Drug and Radiation Safety as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Radiation Safety Unit Coordinator functions as a technical advisor to the Food/Drug/Radiation and Licensing and Certification Group Coordinator, to provide information on the response activities of the Division of Food, Drug and Radiation Safety, develop long-range action plans, and monitor program resource needs and potential shortfalls. The Radiation Safety Unit Coordinator should have a full understanding of the Division. The Radiation Safety Unit Coordinator should be delegated full authority by the program to make decisions on all matters concerning the program's response.

In addition, the Radiation Safety Unit Coordinator shall:

Coordinate with CDHS Division Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Food/Drug/Radiation and Licensing and Certification Group Coordinator for briefings and updates for the Public Information Officer on program activities.

Support resource requests from the CDHS Division of Food, Drug and Radiation Safety for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

The activities for the CDHS Radiological Health program include the following:

Provide radiological assessment in support of local and state authorities and licensees to prevent injury and minimize radiation exposure to the public and emergency workers and, when appropriate, take direct action in to mitigate an emergency problem.

Activation Phase:

☐ Review Generic Checklist (page 49).

- ☐ Establish communication with your CDHS Division Management regarding activities within your program. Obtain status, when possible, from your CDHS program management.
- ☐ Obtain the CDHS Radiological Health program's objectives and provide them to the Food/Drug/Radiation and Licensing and Certification Group Coordinator.
- ☐ Notify the Food/Drug/Radiation and Licensing and Certification Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Receive briefing from the Food/Drug/Radiation and Licensing and Certification Group Coordinator on the current situation status.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor CDHS Division field activities provided by the Division Management and report activities to the Food/Drug/Radiation and Licensing and Certification Group Coordinator utilizing status reports.
- ☐ Coordinate risk assessment and planning activities with other local, state and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies.
- ☐ Provide information in collaboration with CDHS programs on stabilization measures that may otherwise affect public health.
- ☐ Represent the CDHS Radiological Health program in the development of the action plans by the Planning/Intelligence Section Coordinator, and ensure the Planning/Intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.18 Licensing and Certification Unit Coordinator (CDHS Licensing and Certification)

Responsibilities:

The Licensing and Certification Unit Coordinator represents Licensing and Certification as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Licensing and Certification Unit Coordinator functions as a technical advisor to the Food/Drug/Radiation and Licensing and Certification Group Coordinator, to provide information on the response activities of Licensing and Certification, develop long-range action plans, and monitor program resource needs and potential shortfalls. The Licensing and Certification Unit Coordinator should have a full understanding of Licensing and Certification. The Licensing and Certification Unit Coordinator should be delegated full authority by Licensing and Certification to make decisions on all matters concerning Licensing and Certification's response.

In addition, the Licensing and Certification Unit Coordinator shall:

Coordinate with CDHS Licensing and Certification Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Food/Drug/Radiation and Licensing and Certification Group Coordinator for briefings and updates for the Public Information Officer on program activities.

Support resource requests from CDHS Licensing and Certification for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

The activities for CDHS Licensing and Certification include the following:

Identify available medical facilities by service and bed type including operating room capabilities.

Employ technical expertise and regulatory authority to assist in resolving problems related to "patient surge" and patient relocation at CDHS regulated health facilities.

Ensure that health facilities are able to provide necessary patient care following a disaster.

Monitor the evacuation and relocation of patients from damaged facilities.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish communication with your CDHS Licensing and Certification Management regarding activities within Licensing and Certification. Obtain status, when possible, from your CDHS program management.
- ☐ Obtain the objectives from the CDHS Licensing and Certification and provide them to the Food/Drug/Radiation and Licensing and Certification Group Coordinator.
- ☐ Notify the Food/Drug/Radiation and Licensing and Certification Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Receive briefing from the Food/Drug/Radiation and Licensing and Certification Group Coordinator on the current situation status.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor CDHS Licensing and Certification field activities provided by the CDHS Licensing and Certification Management and report activities to the Food/Drug/Radiation and Licensing and Certification Group Coordinator utilizing status reports.
- ☐ Coordinate risk assessment and planning activities with other local, state and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies.
- ☐ Provide information in collaboration with CDHS programs on stabilization measures that may otherwise affect public health.
- ☐ Represent CDHS Licensing and Certification in the development of the action plans by the Planning/Intelligence Section Coordinator, and ensure the Planning/Intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

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6.19 Other Unit(s) As Necessary Coordinator (CDHS Divisions not Listed Above)

Responsibilities:

The Unit Coordinator represents their Program Division as a central point for the receipt, coordination, and sharing of information regarding the CDHS disaster response. The Unit Coordinator functions as a technical advisor to the Group Coordinator, to provide information on the response activities of your Program Division, develop long-range action plans, and monitor program resource needs and potential shortfalls. Unit Coordinators should have a full understanding of the Program Division they represent. Unit Coordinators should be delegated full authority by their Program Division to make decisions on all matters concerning their Program Division's response.

In addition, the Unit Coordinator shall:

Coordinate with Divisional Field Offices and Management to ensure that all statutory response activities are accounted for in the planning activities at the CDHS EOC.

Organize and direct activities needed to determine the status of CDHS facilities and staff within program area that may be affected by the disaster.

Provide information to the Group Coordinator for briefings and updates for the Public Information Officer on program activities.

Support resource requests from the CDHS Division for operations performed under their statutory authority.

Participate in briefings and action planning meetings as requested.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Establish communication with your CDHS Division Management regarding activities within your program. Obtain status, when possible, from your CDHS program management.
- ☐ Obtain the objectives from your CDHS Division and provide them to the Group Coordinator.
- ☐ Notify the Group Coordinator about any major program response issues or concerns to be posted on the status board.
- ☐ Receive briefing from the Group Coordinator on the current situation status.

- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Monitor Division field activities provided by the CDHS Division Management and report activities to the Group Coordinator utilizing status reports.
- ☐ Coordinate risk assessment and planning activities with other local, state and federal public health agencies.
- ☐ Assist with the coordination of advisories and risk communication to local health agencies
- ☐ Provide Information in collaboration with CDHS programs on stabilization measures that may otherwise affect public health.
- ☐ Represent your CDHS Division in the development of the action plans by the Planning/Intelligence Section Coordinator, and ensure the Planning/Intelligence Section is informed of any significant resources needs or impending shortfalls.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.20 Pharmaceutical/Medical Supplies Branch Coordinator

Responsibilities:

The Pharmaceutical/Medical Supplies Branch Coordinator shall:

Organize and coordinate the acquisition of pharmaceutical and medical supplies required to support emergency operations in the affected region or operational area.

Supervise Pharmaceutical/Medical Supplies Branch activities in the acquisition of pharmaceutical and medical supplies, and assist with all administrative aspects of the Operations Section.

Organize and initiate the system used to present supply requests to the Supply Unit.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Obtain the list of potentially affected Operational Areas.
- ☐ Develop a Branch action plan in consultation with the Operations Section Coordinator.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that the Pharmaceutical/Medical Supplies Branch activity logs and other necessary files are maintained.
- ☐ Designate times for briefings and updates with the Pharmaceutical/Medical Supplies Branch Unit Coordinators to update the EOC action plan.
- ☐ Ensure staff is informed on the disaster status and response activities.
- ☐ Ensure that the Pharmaceutical/Medical Supplies Branch units have the staffing and resources sufficient to carry out their responsibilities.
- ☐ Alert the Pharmaceutical Supplies Unit Coordinator and Medical Supplies Unit Coordinator respectively when in-State pharmaceutical and medical supplies are being depleted. Coordinate Federal assistance from Emergency Support Function 8.

- ☐ Brief the Pharmaceutical/Medical Supplies Branch Unit Coordinators routinely on the status of Pharmaceutical/Medical Supplies Branch activities and potential resource or supply shortfalls.
- ☐ Attend and participate in CDHS EOC Action Planning meetings at the request of the Operations Section Chief.
- ☐ Coordinate with the Supply Unit to ensure that documentation for all orders and receipts for pharmaceutical and medical supplies is forwarded to the Finance/Administration Section for inclusion in expenditure calculations.
- ☐ Ensure that completed Pharmaceutical/Medical Supply Requisition Forms are forwarded to the Supply Unit to be processed for ordering.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

6.21 Pharmaceutical Supplies Unit Coordinator

Responsibilities:

The Pharmaceutical Supplies Unit Coordinator serves as a consultant to the Operations Section and CDHS EOC on all issues concerning pharmaceutical products.

The Pharmaceutical Supplies Unit Coordinator also provides guidance in the choice of the best available alternative if the requested pharmaceutical products are not available.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ *Ensure that necessary files are maintained.*
- ☐ Organize reference materials such as the current Physicians Desk Reference (PDR) to facilitate review of pharmaceutical requests.
- ☐ Coordinate with requestor and vendor on all questionable requests for pharmaceutical products.
- ☐ Coordinate requests for pharmaceutical products which are in short supply and for which a substitute product may be acceptable. Consult with vendors and determine appropriate substitutions with medications that may have chemical compounds different from the originally requested product.
- ☐ Approve pharmaceutical product substitutions prior to final purchase authorization by the Pharmaceutical/Medical Supplies Branch Coordinator.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

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6.22 Pharmaceutical Supplies Manager(s)

Responsibilities:

The Pharmaceutical Supplies Manager(s) acts as coordinator between major vendors or suppliers in the unaffected areas of the state and the Pharmaceutical Supplies Unit Coordinator to determine the availability of pharmaceutical supplies requested. The Pharmaceutical Supplies Manager(s) determines the ability of the vendor or supplier to fill a request and their ability to deliver the product to the appropriate site.

The Pharmaceutical Supplies Manager(s) is responsible for completing Pharmaceutical/Medical Supply Requisition Form(s) and obtaining required approval. Once the forms are approved, the Pharmaceutical Supplies Manager(s) forwards them to the Supply Unit for ordering.

The Pharmaceutical Supplies Manager(s) also assures the proper receiving, tracking, logging, and releasing of incoming and outgoing messages for the Pharmaceutical Supplies Unit.

Activation Phase:

- ☐ Review Generic Checklist (page 49).

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Set up logs for recording incoming and outgoing messages and supply requests.
- ☐ Maintain contact with large pharmaceutical vendors in the unaffected areas of the state. Contact Regional Disaster Medical/Health Coordinators in unaffected areas for possible acquisition of pharmaceutical supplies not available through large vendors.
- ☐ Ensure that the Pharmaceutical Supplies Unit's Critical Item status board is maintained. This status board will reflect pharmaceutical supply items not available in sufficient amounts from vendors within the state for which there is not an item that can be substituted.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

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6.23 Medical Supplies Unit Coordinator

Responsibilities:

The Medical Supplies Unit Coordinator serves as a consultant to the Operations Section and CDHS EOC on all issues concerning medical products.

The Medical Supplies Unit Coordinator also provides guidance in the choice of the best available alternative if the requested medical products are not available.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.
- ☐ Organize reference materials to facilitate review of medical supplies requests.
- ☐ Coordinate with requestor and vendor on all questionable requests for medical products.
- ☐ Coordinate requests for medical supplies which are in short supply and for which a substitute product may be acceptable. Consult with vendors and determine appropriate substitutions.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

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6.24 Medical Supplies Manager(s)

Responsibilities:

The Medical Supplies Manager(s) acts as coordinator between major vendors or suppliers in the unaffected areas of the state and the Medical Supplies Unit Coordinator to determine the availability of medical supplies requested. The Medical Supplies Manager(s) determines the ability of the vendor or supplier to fill a request and their ability to deliver the product to the appropriate site.

The Medical Supplies Manager(s) is responsible for completing Pharmaceutical/Medical Supply Requisition Form(s) and obtaining required approval. Once the forms are approved, the Medical Supplies Manager(s) forwards them to the Supply Unit for ordering.

The Medical Supplies Manager(s) assures proper receiving, tracking, logging, and releasing of incoming and outgoing messages for the Medical Supplies Unit.

Activation Phase:

- ☐ Review Generic Checklist (page 49).

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Set up logs for recording incoming and outgoing messages and supply requests.
- ☐ Maintain contact with large medical supplies vendors in the unaffected areas of the state. Contact Regional Disaster Medical/Health Coordinators in unaffected areas for possible acquisition of medical supplies not available through large vendors.
- ☐ Ensure that the Medical Supplies Unit's Critical Item status board is maintained. This status board will reflect medical supply items not available in sufficient amounts from vendors within the state for which there is not an item that can be substituted.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).

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6.25 Strategic National Stockpile (SNS) Support Unit Coordinator

Responsibilities:

The SNS Support Unit is established to provide assistance to the State response involving the SNS. This Unit will be closely coordinated with the Pharmaceutical Supplies Unit and the Medical Supplies Unit to supplement the distribution of pharmaceutical and medical supplies from the State Receiving, Storage and Staging (RSS) Warehouse.

The Strategic National Stockpile (SNS) Support Unit Coordinator shall:

Coordinate mobilization process for personnel and support equipment to the State RSS Warehouse.

Coordinate the flow of information to the Pharmaceuticals/Medical Branch.

Coordinate State RSS Warehouse resource requests and forward to Supply Unit for ordering.

Obtain locations of local distribution and dispensing sites, treatment centers and relay information to the State RSS Warehouse.

Maintain coordination with the State RSS Warehouse Director.

Activation Phase:

- ☐ Review Generic Checklist (page 49).
- ☐ Determine State RSS Warehouse site in consultation with EOC Director.
- ☐ Place State RSS Warehouse resource requests with the Supply Unit.
- ☐ Coordinate transportation for State RSS Warehouse personnel and State RSS Warehouse cache (trailers and material).
- ☐ Provide situation reports to Pharmaceutical/Medical Supplies Branch Coordinator.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Ensure that necessary files are maintained.

- ☐ Maintain current status on any SNS Warehouse deployments being conducted or supported.
- ☐ Provide the Operations Section Coordinator and the Planning/Intelligence Section with an overall summary of the SNS Support Unit operations periodically or as requested during the operational period.
- ☐ Refer all contacts with the media to the Public Information Officer.
- ☐ Prepare objectives for the SNS Support Unit for the next Operational Period and provide them to the Pharmaceutical/Medical Supplies Branch Coordinator prior to the end of the operational period and the next Action Planning meeting.
- ☐ Organize and assign staff and resources necessary.
- ☐ Evaluate the scope and effectiveness of SNS deployment activities.
- ☐ Coordinate with the EMSA Branch and the Health Branch to provide technical support and recommendations for resource shortfalls and activity objectives.

Demobilization Phase:

- ☐ Follow the Generic Demobilization Phase Checklist (page 50).
- ☐ Demobilization of resources in the SNS Support Unit will be dependent on the duration of activities at the State RSS Warehouse and support necessary for extended operations.

7.0 Planning/Intelligence Section Function Specific Handbook

- Position Descriptions
- Checklists

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7.0 PLANNING/INTELLIGENCE SECTION FUNCTION SPECIFIC HANDBOOK

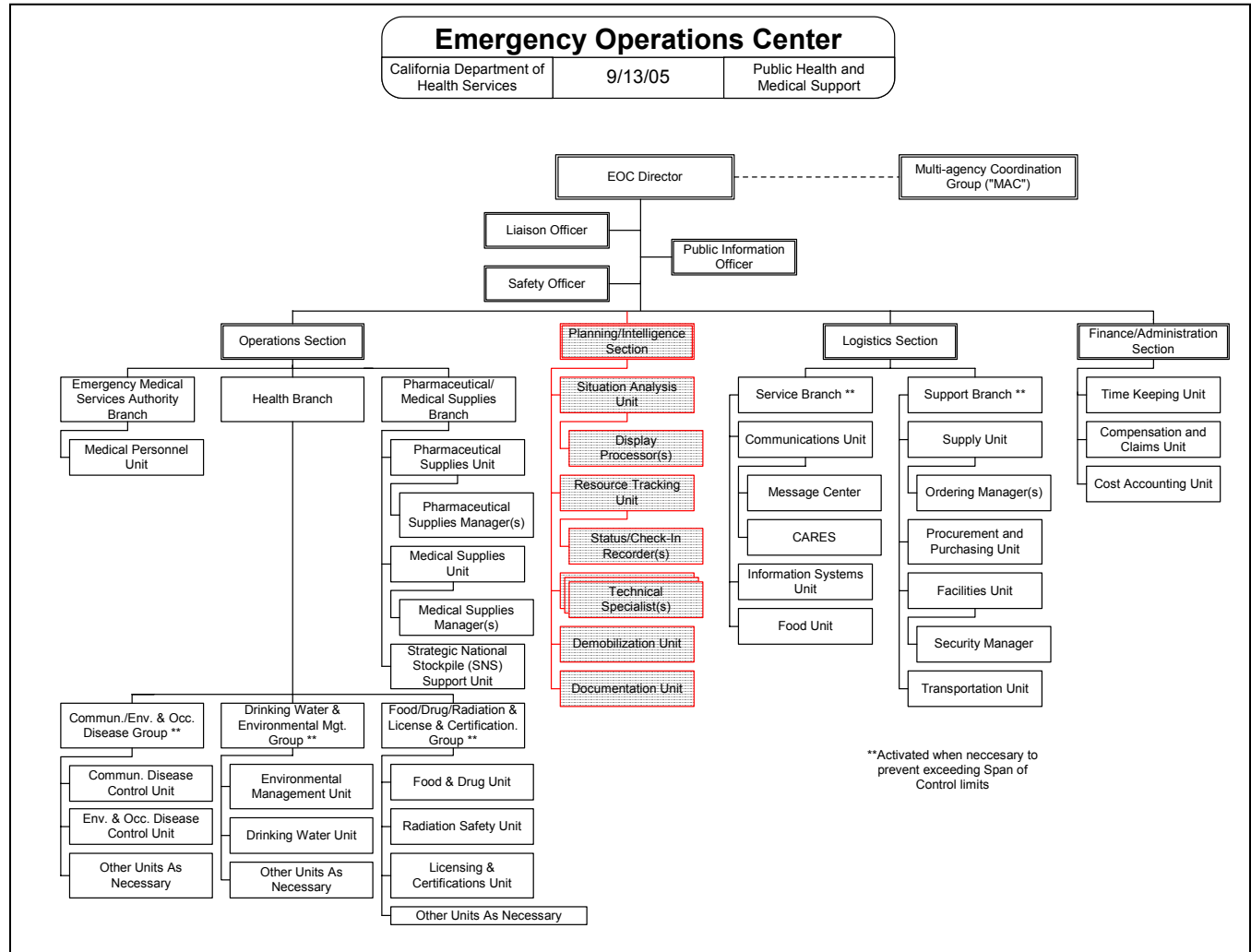


Figure 3-7.0: Planning/Intelligence section

7.1 General Considerations

A. Contents

This handbook contains functional descriptions, responsibilities, and checklists for personnel assigned to the Management Staff of CDHS EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to positions within the Planning/Intelligence Section. CDHS may supplement the responsibilities and checklists to meet its EOC operating requirements.

B. Standardized Emergency Management System (SEMS)

State agencies must use SEMS. Local government must use SEMS to be eligible for state funding of response-related costs under disaster assistance programs.

The SEMS Regulation (P) 2403 requires that local governments, operational areas, regional and state level EOCs provide for the functions of: Management, Operations, Planning/Intelligence, Logistics and Finance/Administration. These five primary functions in SEMS provide the foundation for establishing an effective CDHS EOC management team.

C. California Department of Health Services Emergency Operations Center (CDHS EOC)

The location for the CDHS EOC is in Sacramento. In the event that this facility cannot be utilized or occupied, an alternate CDHS EOC will be established.

D. CDHS EOC Organization

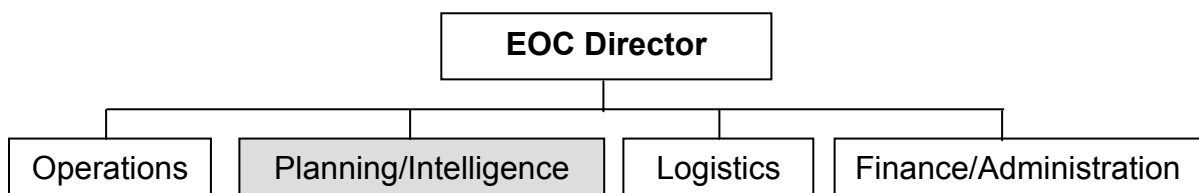


Figure 3-7.1D: CDHS EOC Organization

When activated, the five primary CDHS EOC functions are established as separate **sections** of the CDHS EOC organization. Within each section, there may be several sub-functions that would normally be established as branches or units depending on their size.

The functions described here are those activities that may require staffing of the Planning/Intelligence function during activation.

E. Staffing

The determination of the appropriate level of staffing is the responsibility of the CDHS. SEMS requires agencies to consider and utilize the following guidance:

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency (Logistics and Finance/Administration)

Sections may have a standard designation of personnel for all emergencies).

- Maintain a span of control not to exceed one supervisor for up to seven sub-functions.
- One person may have delegated authority for more than one area of responsibility. Usually this occurs early in the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a function is not activated, the next in line supervisor will perform its responsibilities.

7.2 Generic Checklist

Checklists for each position are listed by three phases; Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization Phases of CDHS EOC activation common to all positions are listed below.

Activation Phase:

- ☐ Check in with the Check-In/Status Recorder upon arrival at the CDHS EOC.
- ☐ Receive briefing from immediate supervisor.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain Unit/Activity Log (ICS Form 214) that chronologically describes your actions taken during your operational period.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Organize and brief subordinates.

Demobilization Phase:

- ☐ Respond to demobilization orders and brief subordinates regarding demobilization.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to your supervisor prior to your departure.

- ☐ Be prepared to provide input to the after-action report.
- ☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached.

7.3 Planning/Intelligence Functional Descriptions

The EOC Director has the authority and responsibility to direct all EOC activity. The EOC Director may delegate authority to members of the General Staff. Planning/Intelligence positions will vary depending upon the need. Positions may be activated at a one-person level, or at a unit level depending upon the degree of activity, the work to be accomplished, and the number of personnel needed.

The Planning/Intelligence Section within the CDHS EOC is the primary point of information collection, evaluation, analysis, and documentation. Planning/Intelligence also conducts Action Planning Meetings, and is responsible for developing and distributing the CDHS EOC Action Plan as well as other related planning documents.

7.4 Planning/Intelligence Section Coordinator

Responsibilities:

The Planning/Intelligence Section performs a primary SEMS function within the CDHS EOC. The Section will gather information from a variety of sources, including other State Agency EOCs, analyze and verify information, and prepare and update situation reports and map displays. The Situation Analysis Unit will be activated under any EOC activation. The Section has an important function in overseeing the Planning Meetings and in preparing the CDHS EOC Action Plan. The Section will collect, process, distribute, and archive internal CDHS EOC documents, and prepare Advance Planning information as necessary. The Section Coordinator reports directly to the EOC Director.

In addition, the Planning/Intelligence Section Coordinator shall:

Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:

- Collecting, analyzing, and displaying situation information
- Preparing periodic Situation Reports
- Preparing and distributing the CDHS EOC Action Plan and facilitating the Action Planning meeting
- Conducting Advance Planning activities and developing the Advance Plan on RIMS
- Documenting and maintaining files on all CDHS EOC activities

Establish the appropriate level of organization for the Planning/Intelligence Section.

Exercise overall responsibility for the coordination of unit activities within the section.

Keep the EOC Director informed of significant issues affecting the Planning/Intelligence Section.

In coordination with the other Section Coordinators, ensure that Status Reports are completed and utilized as a basis for situation reports, and the CDHS EOC Action Plan.

Supervise the Planning/Intelligence Section.

Conducts MACS conference calls or meetings.

Activation Phase:

- ☐ Review Generic Checklist (page 107).

- ☐ Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- ☐ Based on the situation, activate units within the section as needed and designate Unit Leaders for each of the following elements:
 - ☐ Situation Analysis
 - ☐ Documentation
 - ☐ Advance Planning
 - ☐ Demobilization
- ☐ Request additional personnel for the section as necessary, to maintain a 24-hour operation.
- ☐ Review, summarize, and distribute accordingly, essential information from Situation Reports developed by programs within CDHS.
- ☐ Ensure copies of the CDHS Situation Report are distributed to pertinent CDHS programs.
- ☐ Meet with Operations Section Coordinator; obtain and review any major incident reports.
- ☐ Review responsibilities of units in the section; develop plans for carrying out all responsibilities.
- ☐ Make a list of key issues to be addressed by the Planning/Intelligence Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- ☐ Keep the EOC Director informed of significant events.
- ☐ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- ☐ Ensure that Planning/Intelligence Section activity logs and other necessary files are maintained.
- ☐ Coordinate Multi-Agency Coordination phone briefings as necessary.

- ☐ Ensure that The Situation Analysis Unit is maintaining current information for the situation analysis report.
- ☐ Ensure that a Situation Report is produced and distributed to CDHS EOC Sections and the pertinent agencies at least once, prior to the end of the operational period.
- ☐ Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- ☐ Ensure that the Public Information Officer has immediate and unlimited access to all status reports and displays.
- ☐ Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- ☐ Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- ☐ Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- ☐ Ensure that the CDHS EOC Action Plan is completed and distributed prior to the start of the next operational period.
- ☐ Work closely with each unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current CDHS EOC Action Plan are being addressed.
- ☐ Ensure that the an Advance Planning report is developed and distributed, which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period, particularly those situations that may influence the overall strategic objectives of the CDHS EOC.
- ☐ Ensure that the Documentation Unit maintains files on all CDHS EOC activities and provides reproduction and archiving services for the CDHS EOC, as required.
- ☐ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).
- ☐ Review and approve the Demobilization Plan.
- ☐ Review and approve release rosters.

- ☐ Review and approve release priorities
- ☐ Submit the Demobilization Plan, release rosters and priorities to the EOC Director for final approval.
- ☐ Ensure that the Demobilization Unit conducts the departure interview of all CDHS EOC personnel utilizing the SEMS After-Action Report Form (see Attachment 12.3).

7.5 Situation Analysis Unit Coordinator

Responsibilities:

The Situation Analysis Unit Coordinator shall:

Oversee the collection, organization, and analysis of situation information related to the emergency.

Ensure that information collected from all sources is validated prior to posting on status boards.

Ensure that situation reports are developed for dissemination to CDHS EOC staff and CDHS programs as required.

Ensure that a CDHS EOC Action Plan is developed for each operational period.

Ensure that all maps, status boards, and other displays contain current and accurate information.

Supervise the Situation Analysis Unit.

Activation Phase:

- ☐ Review Generic Checklist (page 107).
- ☐ Utilizing RIMS, review, monitor, and summarize where appropriate information from Situation Reports developed by other EOCs.
- ☐ Ensure there is adequate staff available to collect and analyze incoming information, maintain the Situation Analysis Report and facilitate the Action Planning process.
- ☐ Prepare Situation Analysis Unit objectives for the initial Action Planning meeting.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Ensure that the collection and analysis of all emergency related information occurs continually throughout the operation.

- ☐ Ensure the preparation and distribution of the Situation Report. Coordinate with the Documentation Unit for manual distribution and reproduction as required.
- ☐ Ensure that each CDHS EOC Section provides the Situation Analysis Unit with status reports on a regular basis.
- ☐ Meet with the Public Information Officer to determine the best method for ensuring access to current information.
- ☐ Prepare a situation summary for the CDHS EOC Action Planning meeting.
- ☐ Ensure each section provides their objectives at least 30 minutes prior to each Action Planning meeting.
- ☐ In preparation for the Action Planning meeting, ensure that all CDHS EOC objectives are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, situation reports, etc.).
- ☐ Following the meeting, ensure that the Documentation Unit publishes and distributes the CDHS EOC Action Plan prior to the beginning of the next operational period (See Action Planning Guide).
- ☐ Ensure that adequate staff is assigned to maintain all maps, status boards and other displays.
- ☐ Prepare the Incident Status Summary Form (ICS Form 209).

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).

7.6 Display Processor(s)

Responsibilities:

The Display processor is responsible for the display of emergency status information obtained from field level reports, resource status reports, Operations Section Unit Coordinators and other CDHS EOC functions.

In addition, the Display Processor(s) shall:

Assist Situation Analysis unit leader in analyzing and evaluating status reports.

Develop required displays in accordance with time limits for completion.

Prepare displays using various media and software, including geographical information system (GIS) as appropriate.

Coordinate and ensure the integration of geographic information technology as part of the CDHS EOC response to a disaster. Develop pertinent CDHS data into GIS format.

Provide periodic briefings for the EOC Director and Management Staff addressing display issues including GIS.

Coordinate the integration of GIS data and other information from outside agencies.

Operate various types of video display equipment in the CDHS EOC.

Activation Phase:

- ☐ Review Generic Checklist (page 107).

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Obtain briefing from the Situation Analysis Unit Coordinator and develop Maps using GIS data and software.
- ☐ Determine 1) Numbers, types and locations of displays required, 2) Priorities, and 3) Time limits for completion.
- ☐ Display maps and data to CDHS EOC staff as requested by the Situation Analysis Unit Coordinator.
- ☐ Operate various types of video display equipment in the CDHS EOC.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).

7.7 Resource Tracking Unit Coordinator

Responsibilities:

The Resource Tracking Unit Coordinator shall:

Coordinate with the other units in the Planning/Intelligence Section to capture and centralize resource tracking information.

Develop and maintain resource tracking boards in the Planning/Intelligence Section.

Supervise the Resource Tracking Unit.

Activation Phase:

- ☐ Review Generic Checklist (page 107).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Coordinate closely with all units in the Logistics Section particularly the Supply Unit and Transportation Unit.
- ☐ Prepare Organization Assignment List (ICS Form 203) and Organization Chart (ICS Form 207).
- ☐ Prepare appropriate parts of Assignment Lists (ICS Form 204).
- ☐ As resource requests are received in the Planning/Intelligence, post the request on a status board and track the progress of the request until filled.
- ☐ Establish status boards and track requests by providing the following information: date & time of the request, items requested, priority designation, time the request was processed and estimated time of arrival or delivery to the requesting party.
- ☐ Work closely with other logistics units and assist in notifying requesting parties of the status of their resource request.
- ☐ An additional status board may be established to track resource used by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).

7.8 Check-In/Status Recorder(s)

Responsibilities:

The Check-In/Status Recorder(s) ensure that all resources assigned to the CDHS EOC are accounted for.

Activation Phase:

- ☐ Review Generic Checklist (page 107).

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Establish communications with the Communications Unit and the Transportation Unit.
- ☐ Post signs so that arriving resources can easily find the check-in location(s).
- ☐ Record check-in information on Check-in Lists (ICS Form 211).
- ☐ Transmit check-in information to the Resource Tracking Unit on regular pre-arranged schedule as needed.
- ☐ Forward completed Check-in Lists (ICS Form 211) to the Resource Tracking Unit.
- ☐ Receive, record, and maintain status information on Resource Status Cards (ICS 219) for EOC assigned personnel and single resources.
- ☐ Maintain files of Check-in Lists (ICS Form 211).

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).

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7.9 Technical Specialist(s)

Responsibilities:

Technical Specialists have specialized knowledge and expertise. Technical Specialists may function within the Planning/Intelligence Section, or be assigned where ever their services are required.

Activation Phase:

- ☐ Review Generic Checklist (page 107).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Determine coordination procedures with other sections and units.
- ☐ Keep supervisor informed.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).

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7.10 Demobilization Unit Coordinator

Responsibilities:

The Demobilization Unit Coordinator shall:

Develop a Demobilization Plan for the CDHS EOC based on a review of all pertinent planning documents, and status reports.

Coordinate the implementation of the Demobilization Plan through the Planning/Intelligence Section Coordinator.

Activation Phase:

- ☐ Review Generic Checklist (page 107).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Review CDHS EOC personnel roster to determine size and scope of potential demobilization efforts.
- ☐ Meet individually with the General Staff to facilitate the Demobilization Planning process.
- ☐ Advise the Planning/Intelligence Section Coordinator on the need for a formal written Demobilization Plan.
- ☐ If a Demobilization Plan is required, develop the plan using detailed specific responsibilities, release priorities, and procedures.
- ☐ In conjunction with each Section Coordinator, determine the priority for demobilizing units and/or personnel.
- ☐ Establish timetables for deactivating or downsizing units.
- ☐ Determine if any special needs exist for personnel demobilization (e.g. transportation).
- ☐ Develop a checkout procedure if necessary, to ensure all deactivated personnel have cleared their operating position.

- ☐ Obtain approval of written Demobilization Plans must be approved by the Planning/Intelligence Section Coordinator prior to implementation.
- ☐ Meet with each assigned Agency Representative to determine what assistance may be required for their demobilization from the CDHS EOC.
- ☐ Ensure that all demobilization activity occurs smoothly and that all issues are addressed.
- ☐ The Demobilization Unit Coordinator will prepare a "Tentative Release List" for the CDHS EOC based on the information received from the EOC Director and General Staff, and submit it through the Planning/Intelligence Section Chief to the EOC Director for approval.
- ☐ The Demobilization Unit must ensure that all Personnel on the Tentative Release List are rested and ready for travel as required.
- ☐ Arrange safe modes of transportation for demobilized personnel as needed.
- ☐ Ensure that all demobilized personnel are interviewed prior to departure by the Demobilization Unit Coordinator using the SEMS After-Action Report Form (see Attachment 12.3).

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).

7.11 Documentation Unit Coordinator

Responsibilities:

The Documentation Unit Coordinator shall:

Collect, organize, and file all completed emergency related forms, to include: all CDHS EOC position logs, situation reports, CDHS EOC Action Plans and any other related information, just prior to the end of each operational period.

Provide document reproduction services to CDHS EOC staff.

Distribute the CDHS EOC situation reports, CDHS EOC Action Plan, and other documents, as required.

Maintain a permanent electronic archive of all Situation Reports and Action Plans associated with the emergency.

Assist in the preparation and distribution of the After Action Report.

Activation Phase:

- ☐ Review Generic Checklist (page 107).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Meet with the Planning/Intelligence Section Coordinator to determine what EOC materials should be maintained as official records.
- ☐ Meet with the Finance/Administration to determine what CDHS EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- ☐ Initiate and maintain a roster of all activated CDHS EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each operational period.
- ☐ Reproduce and distribute the Situation Reports and Action Plans.
- ☐ Keep extra copies of reports and plans available for special distribution as required.

- ☐ Set up and maintain document reproduction services for the CDHS EOC.
- ☐ Conduct the departure interview of all CDHS EOC personnel utilizing the SEMS After-Action Report Form (see Attachment 12.3).

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 107-108).

8.0 Logistics Section Function Specific Handbook

- Position Descriptions
- Checklists

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8.0 LOGISTICS SECTION FUNCTION SPECIFIC HANDBOOK

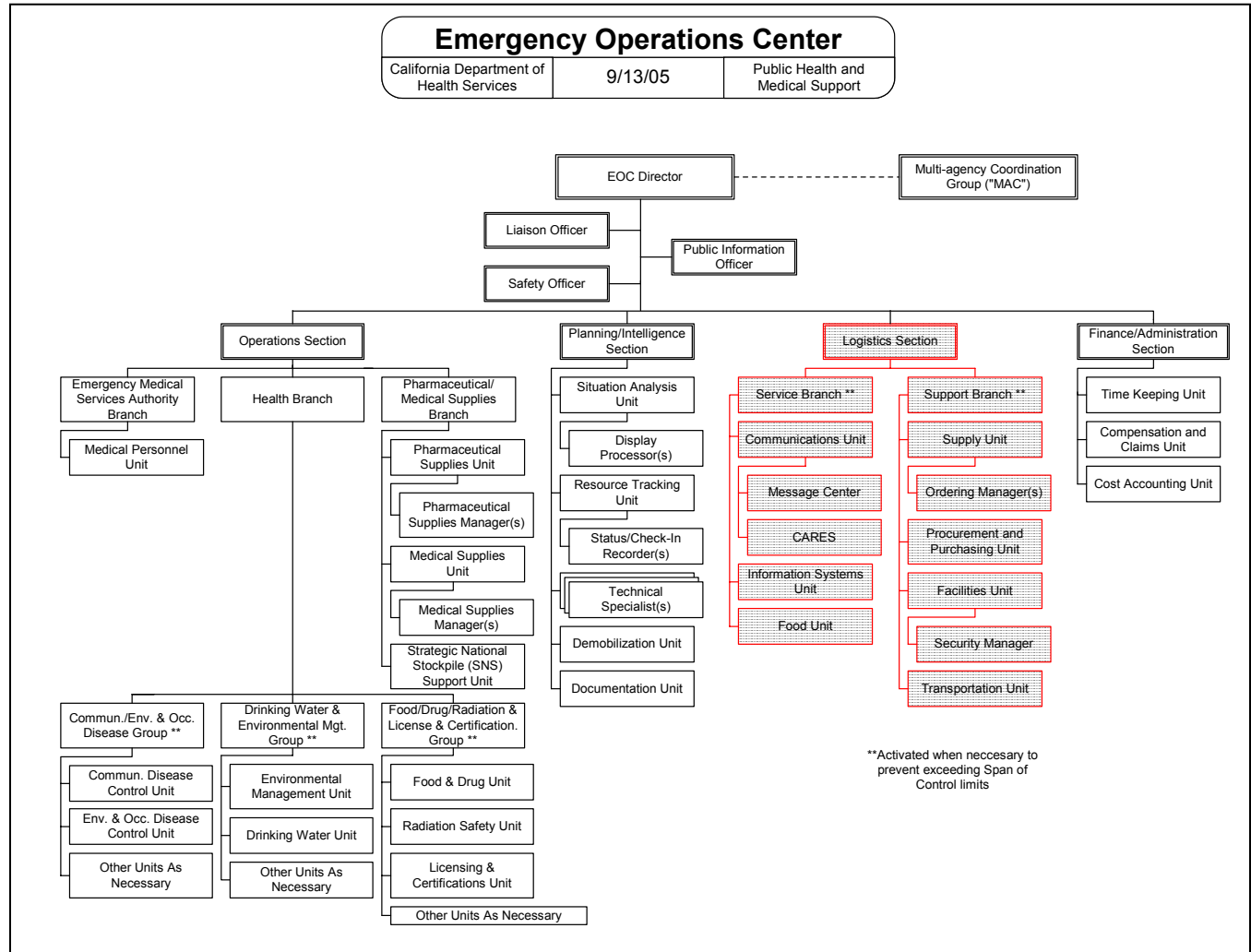


Figure 3-8.0: Logistics Section

8.1 General Considerations

A. Contents

This handbook contains functional descriptions, responsibilities, and checklists for personnel assigned to the Management Staff of CDHS EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to positions within the Logistics Section. CDHS may supplement the responsibilities and checklists to meet its EOC operating requirements.

B. Standardized Emergency Management System (SEMS)

State agencies must use SEMS. Local government must use SEMS to be eligible for state funding of response-related costs under disaster assistance programs.

The SEMS Regulation (P) 2403 requires that local governments, operational areas, regional and state level EOCs provide for the functions of: Management, Operations, Planning/Intelligence, Logistics and Finance/Administration. These five primary functions in SEMS provide the foundation for establishing an effective CDHS EOC management team.

C. California Department of Health Services Emergency Operations Center (CDHS EOC)

The location for the CDHS EOC is in Sacramento. In the event that this facility cannot be utilized or occupied, an alternate CDHS EOC will be established.

D. CDHS EOC Organization

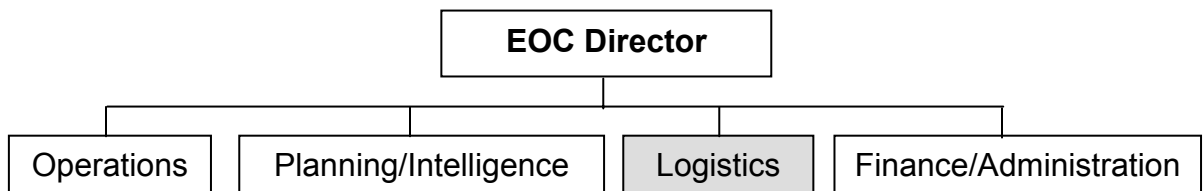


Figure 3-8.1D: CDHS EOC Organization

When activated, the five primary CDHS EOC functions are established as separate **sections** of the CDHS EOC organization. Within each section, there may be several sub-functions that would normally be established as branches or units depending on their size.

The functions described here are those activities that may require staffing of the Logistics function during activation.

E. Staffing

The determination of the appropriate level of staffing is the responsibility of the CDHS. SEMS requires agencies to consider and utilize the following guidance:

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics Section may have a standard designation of personnel for all emergencies.)

- Maintain a span of control not to exceed one supervisor for up to seven sub-functions.
- One person may have delegated authority for more than one area of responsibility. Usually this occurs early in the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a function is not activated, the next in line supervisor will perform its responsibilities.

8.2 Generic Checklist

Checklists for each position are listed by three phases; Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization Phases of CDHS EOC activation common to all positions are listed below.

Activation Phase:

- ☐ Check in with the Check-In/Status Recorder upon arrival at the CDHS EOC.
- ☐ Receive briefing from immediate supervisor.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain Unit/Activity Log (ICS Form 214) that chronologically describes your actions taken during your operational period.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Organize and brief subordinates.

Demobilization Phase:

- ☐ Respond to demobilization orders and brief subordinates regarding demobilization.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to your supervisor prior to your departure.
- ☐ Be prepared to provide input to the after-action report.

- ☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached.

8.3 Logistics Section Functional Descriptions

The EOC Director has the authority and responsibility to direct all CDHS EOC activity. The EOC Director may delegate authority to members of the General Staff. Logistics positions will vary depending upon the need. Positions may be activated at a one-person level, or at a unit level depending upon the degree of activity, the work to be accomplished, and the number of personnel needed.

The Logistics Section within the CDHS EOC provides all aspects of support, services, and supplies to ensure that all Sections within the CDHS EOC maintain the ability to fulfill their mission.

8.4 Logistics Section Coordinator

Responsibilities:

The Logistics Section provides facilities, services, resources and other support services to all Sections within the CDHS EOC. Additionally, the Logistics Section supports CDHS personnel and operations at the field level as determined by the CDHS EOC Operations Section. The Logistics Section Coordinator reports to the EOC Director.

In addition, the Logistics Section Coordinator shall:

Ensure the Logistics function is carried out in support of the CDHS EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.

Ensure section objectives as stated in the CDHS EOC Action Plan are accomplished within the operational period or within the estimated time frame.

Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to meet requests.

Keep the EOC Director informed of all significant issues relating to the Logistics Section.

Supervise the Logistics Section.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- ☐ Based on the situation, activate units within the section as needed and designate Unit Leaders for each of the following elements:
 - ☐ Communications Unit
 - ☐ Information Systems Unit
 - ☐ Food Unit
 - ☐ Supply Unit

- ☐ Facilities Unit
- ☐ Transportation Unit
- ☐ Security Manager
- ☐ If necessary to maintain span of control, activate the Service Branch and/or Support Branch to supervise the above units and designate the Branch Coordinator(s).
- ☐ Mobilize sufficient section staffing for 24-hour operations.
- ☐ Ensure that the Operations Section approves all resource requests originating from sources outside of the CDHS EOC. **This should be done prior to acting on the request.**
- ☐ Meet with the EOC Director and General Staff and identify immediate resource needs.
- ☐ Meet with the Finance/Administration Section Coordinator and determine level of purchasing authority for the Logistics Section.
- ☐ Assist Unit personnel in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- ☐ Provide periodic Section Status Reports to the EOC Director and to Planning/Intelligence.
- ☐ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- ☐ Ensure that Logistics Section activity logs and other necessary files are maintained.
- ☐ Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- ☐ Provide the Planning/Intelligence Section Coordinator with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- ☐ Attend and participate in CDHS EOC Action Planning meetings.

- ☐ Ensure that the Supply Unit coordinates closely with the Procurement and Purchasing Unit and that all required documents and procedures are completed and followed.
- ☐ Ensure that transportation requirements, in support of response operations, are met.
- ☐ Ensure that all requests for facilities and facility support are addressed.
- ☐ Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- ☐ Provide section staff with information updates as required.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).
- ☐ Ensure that the Communication/Information Systems Unit has accounted for all communications equipment issued to personnel on the release roster.
- ☐ Ensure that the Transportation Unit provides assistance to the Demobilization Unit with travel arrangements for personnel on the release roster, as well as transportation for the return of equipment, furniture, supplies and other items as required.
- ☐ Ensure that the Facilities Unit coordinates with the Demobilization Unit to return all facilities to their original state and provide for janitorial services as required.
- ☐ Ensure that the Supply unit coordinates the return of all equipment and supplies identified in the Demobilization Plan.
- ☐ Ensure that the Procurement and Purchasing Unit has cleared all contracts involving equipment and facilities identified in the Demobilization Plan.

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8.5 Service Branch Coordinator

Responsibilities:

The Service Branch Coordinator manages all service activities at the CDHS EOC. Supervise the operations of the Communications, Information Systems and Food Units.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Determine level of service required to support operations.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Confirm request of Service Branch personnel.
- ☐ Participate in planning meetings of Logistics Section personnel.
- ☐ Review CDHS EOC Action Plan.
- ☐ Organize and prepare assignments for Service Branch personnel.
- ☐ Coordinate activities of Service Branch Units.
- ☐ Inform the Logistics Section Coordinator of Service Branch activities.
- ☐ Resolve Service Branch problems.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

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8.6 Communications Unit Coordinator

Responsibilities:

The Communications Unit Coordinator shall:

Assist CDHS EOC positions in determining appropriate numbers of telephones and other communications equipment required to facilitate operations.

Acquire radio frequencies as necessary to facilitate operations if hand-held radios are utilized.

Organize and direct activities within the Communications Unit of the CDHS EOC to ensure effective message handling and the availability of voice and data communications on a 24-hour a day basis. Coordinate with the Information Systems Coordinator to ensure staff is familiar with electronic messaging equipment and procedures.

Ensure staff is familiar with hard copy message procedures.

Disseminate and distribute the main CDHS EOC contact number to all Local, State, and Federal Stakeholders. This should include Local Public Health Officers, Environmental Health Directors, OES, FEMA, RDMHC/S etc.

Organize and direct the operations of the Message Center to ensure effective message handling and document processing within the CDHS EOC.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Distribute main CDHS EOC number via California Health Alert Network, OES Warning Control Office and RDMHS. Other agencies may need to be informed directly with phone messages (Federal Emergency Support Function 8 (ESF #8) or Federal Emergency Management Agency (FEMA)).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Continually monitor and test the activated radio and telephone systems. Keep the Service Branch Coordinator informed of system failures and restoration activities.

- ☐ Develop instructional guidance for use of radios and telephones and conduct training sessions for CDHS EOC staff as necessary.
- ☐ Coordinate with the Supply Unit to obtain phone resources, as necessary.
- ☐ Refer all contacts with the media to the Public Information Officer.
- ☐ Brief the Message Center Operator on situation status and anticipated level of incoming communications.
- ☐ Request the Message Center Operator(s) to check the status of communication devices being used by the Message Center. Request follow-up briefing on this matter.
- ☐ Meet with volunteers for the CARES Unit and discuss proper routing procedures for transferring information from CARES to the Message Center.
- ☐ Perform periodic checks of the Message Center Master Log to ensure that messages are being properly handled.
- ☐ Hold periodic briefings with the Message Center and CARES to discuss problems/needs.
- ☐ Monitor the need for rest of Communications Unit staff, and ensure that the Unit Coordinators are providing adequate rest periods for staff.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).
- ☐ Ensure that all communications equipment issued to personnel on the release roster is turned in and accounted for.

8.7 Message Center Operator(s)

Responsibilities:

The Message Center Operator(s) shall:

Perform operations within the Message Center to ensure effective message handling and document processing within the CDHS EOC.

Receive incoming phone calls and direct them via phone or via a “message form” to the appropriate unit/party within the CDHS EOC.

Ensure that incoming communications to the CDHS EOC via FAX and PROFS are received, recorded, and made distributed to the appropriate unit/party.

Ensure that documents are copied and distributed as needed.

Deliver all messages and other hard copy information to the proper unit/party.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Receive briefing from the Communications Unit Coordinator on status of situation.
- ☐ Test all communication devices within the unit. Gather information on any problems and forward to the Communications Unit Coordinator.
- ☐ Set up Message Center Master Log.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Serve as central receiver and releaser of all message forms filled out within the Message Center.
- ☐ Provide a Log Number, in sequential order, for each completed message form, complete a Master Log entry for each message and detach the bottom copy of the message form and place it into the Master Log in sequential order.
- ☐ Enter into Master Log as “closed”, all copies of returned messages that indicate that action has been taken. Place the returned copy with the original copy in the Master Log.

- ☐ Periodically review the Master Log to locate message forms that are outstanding (not “closed”). Follow-up with the unit to whom the message was sent to clear all long-term outstanding messages.
- ☐ As calls arrive, forward to the appropriate function/individual within the CDHS EOC.
- ☐ If the proper unit/party is not available, record information regarding the call, including WHO, WHAT, WHERE, WHEN and WHY, into the phone log.
- ☐ From the information included within the phone log, complete the three-part Message Form, log entry and release.
- ☐ As Fax Messages arrive, forward to the appropriate function/individual within the CDHS EOC and send item to print.
- ☐ Receive reproduction assignments from the Communications Unit.
- ☐ Update the Communications Unit Coordinator on ongoing operations of the Message Center.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

8.8 CARES Unit

Responsibilities:

The CARES Unit shall:

Provide voice and digital radio communications between the CDHS EOC and outside agencies.

Receive, log, process, and ensure that all incoming radio messages are promptly routed to the Message Unit for appropriate action.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Receive briefing from the Communications Unit Coordinator on status of situation.
- ☐ Test all communication devices within the unit.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Receives direction from Communications Unit Coordinator on radio contact with the affected operational area.
- ☐ As radio messages arrive, forward to the appropriate function/individual within the CDHS EOC.
- ☐ If the proper function/individual is not available, record information regarding the radio messages, including WHO, WHAT, WHERE, WHEN and WHY, into the amateur radio log.
- ☐ Update the Communications Unit Coordinator on ongoing operations of the CARES function.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

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8.9 Information Systems Unit Coordinator

Responsibilities:

The Information Systems Unit Coordinator shall:

Install, activate, and maintain information systems for the CDHS EOC.

Assist CDHS EOC positions in determining appropriate types and numbers of computers and computer applications required to facilitate operations.

Ensure Internet access to the Resource Information Management System (RIMS) is functioning on all computers for internal information management.

Conduct training as required on use of information management systems.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Continually monitor and test RIMS and ensure automated information links are maintained.
- ☐ Keep the Communications Unit Coordinator informed of system failures and restoration activities.
- ☐ Develop instructional guidance for use of computers and computer programs such as RIMS. Be prepared to conduct training sessions for CDHS EOC staff as necessary.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

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8.10 Food Unit Coordinator

Responsibilities:

The Food Unit Coordinator ensures the availability of food service, including regular meals, coffee, juice, fruit, and other foods for CDHS EOC staff, 24 hours per day.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Receive a briefing from the CDHS EOC Service Branch Coordinator and determine whether the current activation of the CDHS EOC will require the availability of food service for staff, (i.e. CDHS EOC will be open beyond normal working hours).
- ☐ If food service is provided by outside vendors, contact the vendors and make arrangements for meal deliveries to the CDHS EOC.
- ☐ Once vendor services have been confirmed, notify the Service Branch Coordinator, who will notify the Logistics Section Coordinator that meal food service on a 24-hour basis will be available.
- ☐ Contact the Finance/Administrative Section to coordinate the overtime meals.
- ☐ Coordinate the termination of after-hours meal and snack services with the vendors when no longer needed in support of CDHS EOC operations.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

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8.11 Support Branch Coordinator

Responsibilities:

The Support Branch Coordinator develops and implements logistics plans in support of the CDHS EOC Action Plan. The Support Branch Coordinator supervises the operations of the Supply, Facilities, Procurement and Purchasing, and Transportation Units.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Determine initial support operations in coordination with the Logistics Section Coordinator and Service Branch Coordinator.
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Confirm request of Support Branch personnel.
- ☐ Prepare initial organization and assignments for support operations.
- ☐ Assemble and brief Support Branch personnel.
- ☐ Determine if assigned Support Branch resources are sufficient.
- ☐ Inform Logistics Section Coordinator of Support Branch activities.
- ☐ Resolve problems associated with requests from the Operations Section.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

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8.12 Supply Unit Coordinator

Responsibilities:

The Supply Unit Coordinator shall:

Provide personnel as requested in support of the CDHS EOC.

Ensure the purchasing and allocation of supplies and material as needed to support CDHS EOC Operations.

Coordinate purchasing actions with the Procurement and Purchasing Unit.

Coordinate delivery of supplies and material as required.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Determine individuals assigned to the Pharmaceutical Supplies Unit, the Medical Supplies Unit, the SNS Support Unit and the Medical Personnel Unit within the Operations Section to coordinate activities and resource requests.
- ☐ Determine if requested types and quantities of supplies and material are available in inventory.
- ☐ Determine purchasing spending limits with the Procurement and Purchasing Unit. Obtain a list of pre-designated emergency purchase orders as required.
- ☐ Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- ☐ If possible, contact the requesting party to clarify types and amount of supplies and materials, and also verify that the request has not been previously filled through another source.

- ☐ Maintain a status board or other reference depicting procurement actions in progress and their current status.
- ☐ Determine unit costs of supplies and material, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- ☐ Ensure the Procurement and Purchasing Unit approves all transactions that exceed predetermined purchase order limits.
- ☐ If vendor contracts are required for procurement of specific resources or services, refer the request to the Procurement and Purchasing Unit for development of necessary agreements.
- ☐ Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.
- ☐ In coordination with the Food Unit, provide meal services for CDHS EOC staff as required.
- ☐ Keep the Support Branch Coordinator informed of significant issues affecting the Supply Unit.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).
- ☐ Coordinates the return of all equipment and supplies identified in the Demobilization Plan.

8.13 Ordering Manager(s)

Responsibilities:

The Ordering Manager(s) are responsible for placing all orders for supplies and equipment for the CDHS EOC.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Obtain necessary agency(s) forms.
- ☐ Establish ordering procedures.
- ☐ Establish name and telephone numbers of agency(s) personnel receiving orders.
- ☐ Set up filing system.
- ☐ Check on what has already been ordered.
- ☐ Ensure that order forms are filled out correctly.
- ☐ Place orders in a timely manner.
- ☐ Consolidate orders when possible.
- ☐ Identify times and locations for delivery of supplies and equipment.
- ☐ Submit all ordering documents to Documentation Unit through Supply Unit Coordinator before demobilization.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

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8.14 Procurement and Purchasing Unit Coordinator

Responsibilities:

The Procurement and Purchasing Unit Coordinator shall:

Coordinate vendor contracts (contracts and purchase orders) not previously addressed by existing approved vendor lists.

Coordinate with Supply Unit on all matters involving the need to exceed established purchase order limits.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Review the emergency contracting procedures.
- ☐ Prepare and sign contracts as needed with approval from the Logistics Section Coordinator.
- ☐ Ensure that all contracts identify the scope of work and specific site locations.
- ☐ Negotiate rental rates not already established, or purchase price with vendors as required.
- ☐ Admonish vendors as necessary regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during emergencies.
- ☐ Finalize all agreements and contracts as required.
- ☐ Complete final processing and send documents to Cost Accounting Unit.
- ☐ Verify cost data in pre-established vendor contracts and/or agreements.

- ☐ Keep the Support Branch Coordinator informed of all significant issues involving the Procurement and Purchasing Unit.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).
- ☐ Ensure that the Procurement and Purchasing Unit has cleared all contracts involving equipment and facilities identified in the Demobilization Plan.

8.15 Facilities Unit Coordinator

Responsibilities:

The Facilities Unit Coordinator shall:

Ensure that essential facilities are provided for the CDHS EOC, including securing access to the CDHS EOC.

Ensure buildings, building floors, and workspaces are returned to their original state prior to demobilization.

Ensure that adequate lodging facilities are available for CDHS EOC Staff if required.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Work closely with all sections to determine facility needs.
- ☐ Ensure continuous maintenance of facilities.
- ☐ Secure lodging at local hotels for CDHS EOC Staff or Agency Representatives when lodging is required and room availability and lodging needs require CDHS EOC coordination.
- ☐ Ensure the facility is returned to its original state.
- ☐ Keep the Support Branch Coordinator informed of significant issues affecting the Facilities Unit.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).
- ☐ Coordinate with the Demobilization Unit to return all facilities to their original state and provide for janitorial services as required.

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8.16 Security Manager

Responsibilities:

The Security Manager provides access control for the CDHS EOC facility. The EOC Director will establish policy and procedures for access. The Security Manager will normally oversee building check-in and checkout rosters. **Coordination with Building Security to accomplish the responsibilities described herein is essential.**

In addition, the Security Manager shall:

Coordinate 24-hour security for the CDHS EOC.

Control personnel access to the CDHS EOC in accordance with policies established by the EOC Director.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Determine the current CDHS EOC security requirements and arrange for staffing as needed.
- ☐ Determine needs for special access to CDHS EOC facilities.
- ☐ Ensure that support personnel are qualified to manage security problems.
- ☐ Provide recommendations as appropriate to EOC Director.
- ☐ Prepare and present security briefings for the EOC Director and General Staff at appropriate meetings.
- ☐ Coordinate security activities with appropriate personnel.
- ☐ Keep the peace, prevent assault and settle disputes through coordination with Agency Representatives.
- ☐ Prevent theft of all government and personal property.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).

8.17 Transportation Unit Coordinator

Responsibilities:

The Transportation Unit Coordinator shall:

Develop a transportation plan to support CDHS EOC operations in coordination with the Operations Section and the Situation Analysis Unit.

Arrange for the acquisition or use of required transportation resources.

Activation Phase:

- ☐ Review Generic Checklist (page 131).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Routinely coordinate with the Situation Analysis Unit to determine the status of transportation routes to be utilized in support of CDHS EOC operations.
- ☐ Develop a Transportation Plan that identifies routes of ingress and egress to the CDHS EOC and other appropriate locations or destinations thus facilitating the movement of CDHS response personnel and resources.
- ☐ Acquire, procure, or otherwise arrange for the use of State vehicles, rental cars, airfare, or any other modes of transportation for CDHS staff in support of CDHS EOC operations.
- ☐ Keep the Support Branch Coordinator informed of significant issues affecting the Transportation Unit.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 131-132).
- ☐ Provide assistance to the Demobilization Unit with travel arrangements for personnel on the release roster, as well as transportation for the return of equipment, furniture, supplies and other items as required.

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9.0 Finance/Administration Section Function Specific Handbook

- Position Descriptions
- Checklists

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9.0 FINANCE ADMINISTRATION SECTION FUNCTION SPECIFIC HANDBOOK

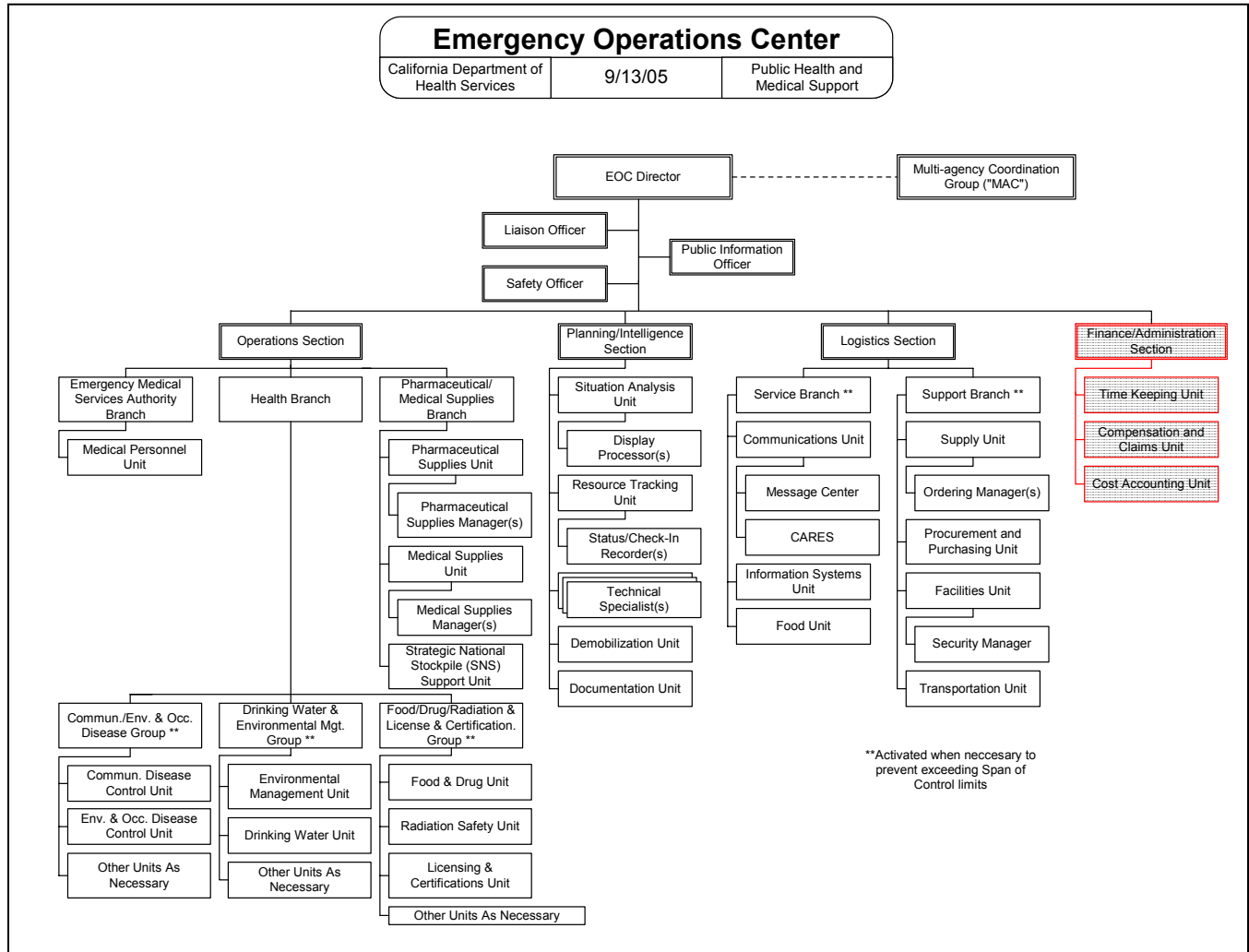


Figure 3-9.0: Finance/Administration Section

9.1 General Considerations

A. Contents

This handbook contains functional descriptions, responsibilities, and checklists for personnel assigned to the Management Staff of CDHS EOC. The checklists describe the minimum activities that should be accomplished by personnel assigned to positions within the Finance/Administration Section. CDHS may supplement the responsibilities and checklists to meet its EOC operating requirements.

B. Standardized Emergency Management System (SEMS)

State agencies must use SEMS. Local government must use SEMS to be eligible for state funding of response-related costs under disaster assistance programs.

The SEMS Regulation (P) 2403 requires that local governments, operational areas, regional and state level EOCs provide for the functions of: Management, Operations, Planning/Intelligence, Logistics and Finance/Administration. These five primary functions in SEMS provide the foundation for establishing an effective CDHS EOC management team.

C. California Department of Health Services Emergency Operations Center (CDHS EOC)

The location for the CDHS EOC is in Sacramento. In the event that this facility cannot be utilized or occupied, an alternate CDHS EOC will be established.

D. CDHS EOC Organization

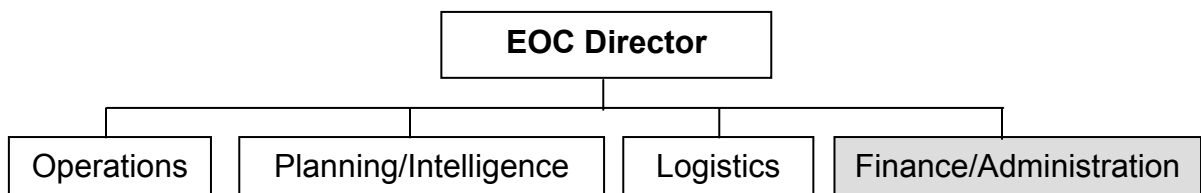


Figure 3-9.1D: CDHS EOC Organization

When activated, the five primary CDHS EOC functions are established as separate **sections** of the CDHS EOC organization. Within each section, there may be several sub-functions that would normally be established as branches or units depending on their size.

The functions described here are those activities that may require staffing of the Finance/Administration function during activation.

E. Staffing

The determination of the appropriate level of staffing is the responsibility of the CDHS. SEMS requires agencies to consider and utilize the following guidance:

- Staff the section with the most qualified person in the discipline most closely aligned to the emergency. (Logistics and Finance/Administration Sections may have a standard designation of personnel for all emergencies).

- Maintain a span of control not to exceed one supervisor for up to seven sub-functions.
- One person may have delegated authority for more than one area of responsibility. Usually this occurs early in the Activation Phase or in the Demobilization Phase.
- Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.
- If a function is not activated, the next in line supervisor will perform its responsibilities.

9.2 Generic Checklist

Checklists for each position are listed by three phases; Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization Phases of CDHS EOC activation common to all positions are listed below.

Activation Phase:

- ☐ Check in with the Check-In/Status Recorder upon arrival at the CDHS EOC.
- ☐ Receive briefing from immediate supervisor.
- ☐ Set up your workstation and review your position responsibilities.
- ☐ Establish and maintain Unit/Activity Log (ICS Form 214) that chronologically describes your actions taken during your operational period.
- ☐ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ☐ Organize and brief subordinates.

Demobilization Phase:

- ☐ Respond to demobilization orders and brief subordinates regarding demobilization.
- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to your supervisor prior to your departure.
- ☐ Be prepared to provide input to the after-action report.

- ☐ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ☐ Clean up your work area before you leave.
- ☐ Leave a forwarding phone number where you can be reached.

9.3 Finance/Administration Section Functional Descriptions

The EOC Director has the authority and responsibility to direct all CDHS EOC activity. The Director may delegate authority to members of the General Staff. Finance/Administration positions will vary depending upon the need. Positions may be activated at a one-person level, or at a unit level depending upon the degree of activity, the work to be accomplished, and the number of personnel needed.

The Finance/Administration Section within the CDHS EOC provides all aspects fiscal and liability support for the operation, to include maintaining a financial record of all emergency and recovery expenditures, notifying CDHS Personnel Management Branch, Workers' Compensation Office of worker's compensation claims, and facilitation of the fiscal recovery process.

9.4 Finance/Administration Section Coordinator

Responsibilities:

The Finance/Administration function in the CDHS EOC manages all financial, administrative and cost analysis aspects of the emergency.

The Finance/Administration Section Coordinator shall:

Ensure that all financial records are maintained throughout the emergency.

Ensure that all on-duty time is recorded for all emergency response personnel and that time sheets are submitted to the CDHS EOC on a daily basis.

Ensure there is a continuum of the payroll process for all employees responding to the emergency.

Determine purchase order limits for the purchasing function in the Logistics Section.

Ensure that workers' compensation claims resulting from the response are processed within a reasonable time, given the nature of the situation.

Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.

Provide administrative support to all CDHS EOC Sections as required.

Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.

Supervise the Finance/Administration Section.

Activation Phase:

- ☐ Review Generic Checklist (page 167).
- ☐ Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- ☐ Based on the situation, activate units within section as follows:
 - ☐ Time Keeping Unit
 - ☐ Compensation and Claims Unit

- ☐ Cost Accounting Unit
- ☐ Ensure that sufficient staff is available for a 24-hour schedule, or as required.
- ☐ Meet with the Logistics Section Coordinator and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- ☐ Meet with Section staff and ensure that responsibilities are clearly understood.
- ☐ In conjunction with Finance/Administration Section Staff, determine the initial Action Planning objectives for the first operational period.
- ☐ Notify the EOC Director when the Finance/Administration Section is operational.
- ☐ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- ☐ Ensure that Finance/Administration Section activity logs and other necessary files are maintained.
- ☐ Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- ☐ Participate in all Action Planning meetings.
- ☐ Brief all Section staff and ensure they are aware of the CDHS EOC objectives as defined in the Action Plan.
- ☐ Keep the EOC Director, General Staff, and other officials aware of the current fiscal situation and other related matters, on an on-going basis.
- ☐ Ensure that the Cost Accounting Unit maintains all financial records throughout the emergency.
- ☐ Approve a daily "cost-to-date" incident financial report submitted by the Cost Accounting Unit, which summarizes the CDHS disaster-related costs relative to personnel, supplies, and other expenses.
- ☐ Implement the use of predetermined emergency fund codes for all disaster-related activities, and inform programs of emergency codes.
- ☐ Ensure that the Time Keeping Unit tracks and records all agency staff time.

- ☐ In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders in a timely manner.
- ☐ Ensure that the Compensation and Claims Unit processes all workers' compensation claims resulting from the emergency, in a reasonable time frame, given the nature of the situation.
- ☐ Ensure that the Time Keeping Unit processes all time sheets and travel expense claims promptly.
- ☐ Ensure that the Finance/Administration Section provides administrative support to other CDHS EOC Sections as required.
- ☐ Designate staff to serve as CDHS' Authorized Representative and prepare "Notice of Interest" and Project Worksheets forms for reimbursement of CDHS costs through the OES and FEMA. Coordinate with EOC Director to approve the necessary report forms prior to submission. Ensure that all recovery documentation is accurately maintained by the Finance/Administration Section during the response, and submitted on the appropriate forms to OES and FEMA.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 167-168).
- ☐ Ensure that the Time Keeping Unit has collected all time sheets and other related documentation from personnel on the release roster.

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9.5 Time Keeping Unit Coordinator

Responsibilities:

The Time Keeping Unit Coordinator shall:

Receive timesheets for personnel working during the emergency.

Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to the CDHS Personnel Management Branch, Classification, Payroll, and Selection Services Section.

Activation Phase:

- ☐ Review Generic Checklist (page 167).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Initiate, gather, and update time reports from all personnel. Ensure that time records are accurate and prepared in compliance with policy.
- ☐ Obtain complete personnel rosters from the Resource Tracking Unit. Rosters must include all CDHS EOC personnel as well as personnel assigned to emergency duties in other locations.
- ☐ Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.
- ☐ Establish a file for each employee within the first operational period and maintain a fiscal record for as long as the employee is assigned to the response.
- ☐ Keep the Finance/Administration Section Coordinator informed of significant issues affecting the Time Keeping Unit.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 167-168).

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9.6 Compensation and Claims Unit Coordinator

Responsibilities:

The Compensation and Claims Unit Coordinator shall:

Oversee the investigation of injuries and property/equipment damage claims arising out of the emergency.

Complete all forms required by workers' compensation program.

Maintain a file of injuries and illnesses associated with the emergency to include the results of investigations.

Activation Phase:

- ☐ Review Generic Checklist (page 167).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Maintain a chronological log of injuries and illnesses, and property damage reported during the emergency.
- ☐ Investigate all injury and damage claims as soon as possible.
- ☐ Prepare appropriate forms for all verifiable injury claims and forward them to Workers' Compensation within the required time frame consistent with agency policy and procedures.
- ☐ Coordinate with the Safety Officer regarding the mitigation of hazards.
- ☐ Keep the Finance/Administration Section Coordinator informed of significant issues affecting the Compensation and Claims Unit.
- ☐ Forward all equipment or property damage claims to the Documentation Unit.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 167-168).

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9.7 Cost Accounting Unit Coordinator

Responsibilities:

The Cost Accounting Unit Coordinator is responsible for collecting cost information and providing cost estimates.

Activation Phase:

- ☐ Review Generic Checklist (page 167).
- ☐ Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase:

- ☐ Establish and maintain necessary files.
- ☐ Establish or implement an accounting system and special cost codes associated with this emergency.
- ☐ Monitor all emergency expenditures.
- ☐ Ensure that all sections and units are documenting cost related information.
- ☐ Collect cost information from each section and compile cost information at the end of each shift.
- ☐ Obtain and record all cost data to cover:
 - Personnel
 - Equipment
 - Rental/Contract Equipment
 - Supplies from outside vendors
 - Contracts for special or emergency services
- ☐ Review existing documentation to determine if there are additional cost items that may have been overlooked.
- ☐ Prepare cost estimates related to CDHS EOC objectives and strategies. Be prepared to discuss these at CDHS EOC Planning Meetings if required.

- ☐ Compile cumulative cost records on a daily basis.
- ☐ Ensure that departments are compiling cost information using any special agency/ jurisdiction cost codes.
- ☐ Ensure that estimated costs are replaced with actual costs when known.
- ☐ Provide verbal or written reports to the Finance/Administration Section Coordinator upon request.
- ☐ Prepare and maintain a cost report to include cumulative analysis, summaries, and total expenditures related to the emergency.
- ☐ Organize and prepare records for audits as necessary.
- ☐ Prepare all required state and federal documentation as necessary to recover allowable costs.

Demobilization Phase:

- ☐ Follow the generic Demobilization Phase Checklist (page 167-168).

10.0 DEMOBILIZATION PLANNING AND AFTER-ACTION REPORTING

10.0 DEMOBILIZATION PLANNING AND AFTER-ACTION REPORTING

10.1 CDHS EOC Demobilization Planning

Demobilization Planning is a systematic method of surveying the CDHS EOC organization and determining the extent to which resources supporting the response can be reduced in number. The scope of resources potentially affected by a demobilization plan is as follows:

- Excess personnel identified by the General Staff.
- Rented, leased, or borrowed equipment that is no longer needed.
- Excess supplies that are no longer needed, particularly those acquired through consignment.
- Rented, leased, or borrowed facilities that are no longer needed.

10.2 Determining the Need for Demobilization

A determination of the need to initiate formal demobilization is based on the following factors:

- The CDHS EOC Action Planning Objectives are stabilized and no new objectives are forthcoming.
- The overall level of activity in some or all of the SEMS functions within the CDHS EOC is diminishing.
- Advance Planning indicators do not forecast any future potential for a re-escalation of activity.

10.3 Demobilization Procedures

- The Demobilization Plan should be opened and ready for implementation as soon as the CDHS EOC is fully staffed.
- The Demobilization process must be requested by the EOC Director and/or General Staff.

- The EOC Director and General Staff will identify all surplus personnel, equipment, and supplies within Sections and Units, **based on an analysis of the EOC Action Plan and Advance Plan.**
- The EOC Director and General Staff must ensure that Action Plan Objectives have been met and activity levels are diminishing and that the potential a future re-escalation of activity is remote.
- The EOC Director and General Staff must ensure that residual work initiated during the CDHS EOC activation is completed as appropriate after the CDHS EOC is deactivated.
- Once this determination has been made, Management and General Staff will submit a list of personnel, equipment, and supplies to the Demobilization Unit.
- The Demobilization Unit Coordinator will prepare a “Tentative Release List” for the CDHS EOC based on the information received from the EOC Director and General Staff, and submit it through the Planning/Intelligence Section Chief to the EOC Director for approval.
- The Demobilization Unit must ensure that all Personnel on the Tentative Release List are rested and ready for travel as required.
- Arrange safe modes of transportation for demobilized personnel CDHS EOC as needed.
- Ensure that all demobilized personnel are interviewed prior to departure by the Demobilization Unit Coordinator using the SEMS After-Action Report Form (see Attachment 12.3).
- An inventory of equipment and supplies to be returned to contractors and vendors should be developed to include timeframes and transportation arrangements.
- Facilities to be vacated must be returned to their original condition and arrangements made to return or relocate furniture and other items not provided by the landlord.
- Janitorial services must be provided to clean all vacated facilities.

10.4 Responsibilities for Demobilization

10.4.1 EOC Director

- Final Review and approval of the Demobilization Plan.
- Final Review and approval of release rosters.
- Final Review and approval of release priorities.

10.4.2 Safety Officer

- Identify any special safety considerations for the Demobilization Plan.
- Make recommendations to remedy any potential safety problems inherent in the Demobilization Plan.

10.4.3 Planning/Intelligence Section Coordinator

- Review and approval of the Demobilization Plan.
- Review and approval of release rosters.
- Review and approval of release priorities
- Submit the Demobilization Plan, release rosters and priorities to the EOC Director for final approval.
- Review a summary of departure interview comments and ensure the After-Action Report is completed within 90 days of the closing of the final operational period, consistent with SEMS regulations.

10.4.4 Demobilization Unit Coordinator

- Research the level of activity, coordinate with the General Staff and determine appropriate scope of demobilization.
- Develop the Demobilization Plan.
- Coordinating aspects of the Demobilization Plan with the following Units in Logistics:
 - Communications

- Information Systems
- Food
- Supply
- Facilities
- Transportation
- Coordinate aspects of the Demobilization Plan with the following units in Finance/Administration:
 - Time Keeping
 - Purchasing
- Contact all personnel on the release roster and advising them of tentative and final release times.
- Conduct the departure interviews, utilizing the SEMS After-Action Report Form (see Attachment 12.3)
- Prepare a summary of departure interview comments for the Planning/Intelligence Section Coordinator to be utilized in preparing the After-Action Report.
- Monitor the demobilization process, making adjustments to the Demobilization Plan as required.

10.4.5 Logistics Section Coordinator

- Ensure that the Communication/Information Systems Unit has accounted for all communications equipment issued to personnel on the release roster.
- Ensure that the Demobilization Unit conducts the departure interview of all CDHS EOC personnel utilizing the SEMS After-Action Report Form (Annex 4).
- Ensure that the Transportation Unit provides assistance to the Demobilization Unit with travel arrangements for personnel on the release roster, as well as transportation for the return of equipment, furniture, supplies and other items as required.

- Ensure that the Facilities Unit coordinates with the Demobilization Unit to return all facilities to their original state and provide for janitorial services as required.
- Ensure that Supply/Procurement coordinates the return of all equipment and supplies identified in the Demobilization Plan.

10.4.6 Finance/Administration Section Coordinator

- Ensure that the Time Keeping Unit has collected all time sheets and other related documentation from personnel on the release roster.
- Ensure that the Procurement and Purchasing Unit has cleared all contracts involving equipment and facilities identified in the Demobilization Plan.

10.5 Responsibilities for After-Action Reporting

SEMS regulations stipulate that an After-Action Report must be submitted to OES within 90 days following the closure of the final operational period. Procedures for developing and finalizing the After-Action Report are as follows:

- The Demobilization Unit Coordinator conducts departure interviews during the checkout and demobilization process. The SEMS After-Action Report Form is utilized as a template for all departure interviews.
- The Demobilization Unit Coordinator will develop a summary of all responses from CDHS EOC departure interviews. The Summary of Responses will be submitted to the Planning/Intelligence Coordinator within 10 days of the closure of the CDHS EOC.
- The Planning/Intelligence Section Coordinator will provide a “Post Operations Briefing” for all Management and General Staff within 10 days of the receipt of the Summary of Responses.
- The Planning/Intelligence Section Coordinator will integrate additional commentary from the “Post Operations Briefing” into the Summary of Responses and prepare the After-Action Report.
- The Planning/Intelligence Section Coordinator will submit the After-Action Report to the EOC Director for review.

- The EOC Director will submit the After-Action Report to the EPO Deputy Director for review and approval.
- The EOC Director will submit the approved After-Action Report to the Planning and Technological Assistance Branch (PTAB) at OES, within 90 days following the closure of the final Operational Period.

11.0 PLAN MAINTENANCE, TRAINING AND EXERCISES

11.0 PLAN MAINTENANCE, TRAINING AND EXERCISES

11.1 Plan Maintenance

It is recommended that this Emergency Plan be reviewed and updated no less than every two years. Those elements of the Plan that involve the assignment of specific personnel may require more frequent attention. Position assignment, mobilization rosters, and other related information should be reviewed quarterly.

11.2 Training and Exercises

- SEMS regulations require that all CDHS Emergency Response Personnel receive commensurate SEMS Training based on their potential assignment during an emergency response.
- Field response personnel should receive the SEMS Introductory Course as well as an Orientation and Basic Incident Command Course and other technical training.
- SEMS regulations require that Emergency Response Agencies ensure that their response personnel can demonstrate and maintain proficiency commensurate with the performance objectives described in the SEMS Approved Course of Instruction Syllabus.
- Drills and exercises provide the most effective means of ensuring performance. CDHS shall conduct focused exercises on a periodic basis of not less than once a year in conjunction with emergency response training.

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12.0 EMERGENCY OPERATIONS CENTER ATTACHMENTS

FORMS, REPORTS, INFORMATION

Attachment 12.1

ACTION PLANNING PROCESS



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GUIDE FOR CONDUCTING SEMS ACTION PLANNING MEETINGS

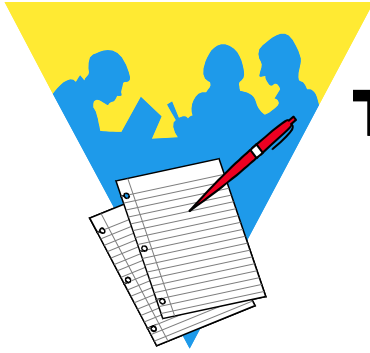
Planning/Intelligence Section

CDHS EOC Action Planning Responsibilities:

- **EOC DIRECTOR:** ENSURE THAT EOC ACTION PLANNING IS ACCOMPLISHED WITHIN THE CDHS EOC.
- **PLANNING/INTELLIGENCE COORDINATOR:** IS DIRECTLY RESPONSIBLE FOR THE EOC ACTION PLANNING PROCESS.
- **SITUATION ANALYSIS UNIT COORDINATOR:** CONDUCTS THE EOC ACTION PLANNING MEETING AND PREPARES OR ASSIGNS STAFF TO PREPARE THE ACTION PLAN.
- **DOCUMENTATION UNIT COORDINATOR:** DISTRIBUTES AND ARCHIVES THE CDHS EOC ACTION PLANS.

Purpose of the CDHS EOC Action Plan:

- ESTABLISHES ***DIRECTION AND PRIORITIES*** FOR CDHS EOC OPERATIONS IN THE FORM OF OVERALL OBJECTIVES.
- ESTABLISHES ***OPERATIONAL OBJECTIVES FOR EACH SEMS FUNCTION*** IN THE CDHS EOC, AND TRACKS THE PROGRESS.
- ESTABLISHES THE ***OPERATIONAL PERIOD*** (Time-frame for completion of operational objectives).
- PROVIDES FOR ***ACCOUNTABILITY*** AND REDUCES ***REDUNDANCY***.
- PROVIDES ***VALUABLE DOCUMENTATION*** FOR AFTER ACTION REPORTS.



The Action Planning Process:

Step # 1:

Conducting the Initial Planning Meeting:

- EOC Director reviews the initial situation immediately upon activation of the EOC.
- EOC Director meets with available general staff and establishes overall (broad) objectives.

Example:

OVERALL OBJECTIVES:



- Mitigate Life threatening situations.
- Prepare a detailed situation report.
- Mobilize EOC Staff as required.

Initial Planning Meeting Outcomes:

1. Overall objectives identified. Objectives must represent the **INITIAL PRIORITIES FOR CDHS EOC OPERATIONS!**
2. Key management and general staff members must know the overall objectives.

3. The first formal CDHS EOC Action Planning Meeting is scheduled (usually 1 hour after the overall objectives have been established).

Important:

The Initial Planning Meeting should be BRIEF – No more than 10 Minutes!

4. The EOC Director concludes the meeting by directing all management and general staff members to prepare their operational objectives and be ready to present them at the first CDHS EOC Action Planning Meeting.

Step # 2:

Preparing for the Action Planning Meeting:

Purpose?	<ol style="list-style-type: none">1. Review the Overall Objectives2. Present Operational Objectives by SEMS Function3. Update Progress and Completion Estimates for Objectives
Who Should Attend?	<ol style="list-style-type: none">1. EOC Director2. Key Management Staff3. Section Coordinators and Key Unit and Branch Leads
Who Facilitates?	<ol style="list-style-type: none">1. Situation Analysis Unit Coordinator (Primary)2. Planning/Intelligence Coordinator (Secondary)
Duration?	<i>This meeting should not last more than 30 minutes!</i>
Frequency?	<ol style="list-style-type: none">1. Meeting should be scheduled 2 hours prior to the end of the Operational Period.

NOTE: If the overall objectives are changed during the operational period, the EOC Director may convene an Action Planning Meeting accordingly to address the new situation.

**Tools & Facilities?
(Manual Process)**

1. Quiet meeting room with wall space for chart paper.
2. Two easels with chart tablets.
3. Felt tip markers and masking tape.
4. Copies of the most recent Situation Report.

**Tools & Facilities?
(RIMS)**

1. Quiet meeting room with space for a projector screen.
2. Laptop or desktop computer.
3. LCD Projector.
4. One easel with chart tablet, felt tip markers and masking tape.
5. Copies of the most recent Situation Report.

Report Format: The CDHS EOC Action Plan format is maintained on RIMS. Should it become necessary, the template may be printed from RIMS and completed manually.

Important:

If Chart Paper is used, format each sheet prior to the meeting as shown below:

Example: (Chart Paper Layout: Overall Objectives)

<h2 style="margin: 0;">Action Planning Meeting</h2>	
<p>Cal EPA EOC Disaster/Event Name: _____</p> <p>Operational Period: From: _____ To: _____</p>	<p>Date: _____</p> <div style="border: 1px solid black; height: 100px; margin-top: 10px; padding: 5px;">1.</div>

Example: (Chart Paper Layout: Operational Objectives)

OPERATIONS SECTION OBJECTIVE			
<u>OBJECTIVE:</u>	<u>BRANCH – UNIT RESPONSIBLE:</u>	<u>% COMPLETE:</u>	<u>EST. TIME COMPLETED:</u>
1. Prepare a branch status report outlining response status and resource needs.	Human Health Effects Branch	25%	1600 hrs 1/20/2003
2. Coordinate Resource needs with the Logistics Section.	Laboratory Service Support Branch	50%	1700 hrs 1/20/2003

Before The Meeting...

- 1. Situation Analysis staff meets with Management and all Section Coordinators or designees, and obtains all Section objectives to be presented at the meeting.**
- 2. Objectives are entered into RIMS for projection on the screen, or written out on chart paper for posting.**
- 3. It is mandatory that all objectives be prepared for presentation, before the meeting is convened.**



Step # 3:

Conducting the Action Planning Meeting:

The Facilitator:



1. Start the meeting ON TIME!
2. State the purpose of the meeting.
3. Review the “ground-rules:”
 - Pagers and cell-phones OFF!
 - No unnecessary “side-discussions!”
 - Participants must keep focused and take notes.
 - **The meeting is over in 30 minutes or less!**
4. Briefly highlight the Situation Status Report:
 - Operational Priorities (significant incidents in progress).
 - Weather report if critical to the response.
5. Present the Overall Objectives (updating as necessary).

Important:

Ask the CDHS EOC Director to emphasize the importance of the Overall Objectives. Everyone must understand the priorities.

6. Call on Management Staff to present and update their objectives. The following order is recommended:
 - Public Information Officer
 - Liaison Officer
 - Safety Officer
 - Others as appropriate
7. Call on each Section Coordinator to present and update their objectives. The following order is recommended:
 - Operations Section
 - Planning/Intelligence Section
 - Logistics Section
 - Finance/Administration Section

Important:

If using the computer, corresponding screen images from the Action Plan can be projected during each Section Report.

If done manually, refer to the posted chart paper as Section Reports are given.



Important:

Progress reports on existing objectives should be given by indicating the % completed, as appropriate.



Important:

When a Section Objective is completed, it is closed out in the Action Planning Meeting. It will be listed as “completed” in the next Action Plan. It will then be removed from subsequent plans.



DEVELOPING OPERATIONAL STRATEGY

Important:

Should NOT occur as part of the Action Planning Meeting! These strategy sessions should be conducted in the Section workplace with respective staffs present. They are NOT part of the Action Planning Meeting. The facilitator should encourage inter/intra-sectional strategic or operational planning subsequent to the Action Planning Meeting.

Step # 4:

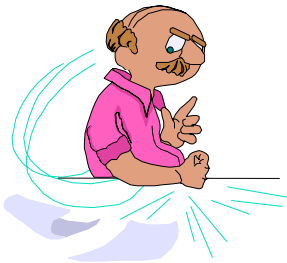
Concluding and Adjourning the Meeting:

The Facilitator:



When all reports are completed, the facilitator should:

1. Ensure objectives are clearly stated and understood by all participants.
2. Encourage follow-up strategy sessions AFTER the meeting is adjourned.
3. Announce the time for the next meeting.
4. Announce the deadline for submitting new or updated objectives
5. **ADJOURN THE MEETING!**



REMEMBER!

- The Action Planning Meeting is BRIEF! 30 MINUTES OR LESS!
- Detailed “game-plan” development occurs AFTER THE MEETING IS ADJOURNED, NOT DURING THE MEETING!
- Do not allow the meeting to drift off course...STAY FOCUSED!

Step # 5:

Preparing and Distributing the Action Plan:

MANUAL PREPARATION:

1. Situation/Documentation staff transfers information from chart paper in the RIMS Action Plan Format.
2. The Planning/Intelligence Coordinator and CDHS EOC Director approve plan.
3. The Documentation staff conducts hard copy or automated distribution.
4. Extra copies should be kept by Documentation.
5. Archive on CD or Disk.

RIMS PREPARATION:

1. The Action Plan should be nearly complete as a result of the meeting.
2. The Planning/Intelligence Coordinator and the CDHS EOC Director approve the Plan.
3. Distribution of the Action Plan may be done electronically through RIMS, or replicated by other information management software.
4. Archiving should occur through periodic program back up or other archiving procedures.

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Attachment 12.2

SEMS ACTION PLAN



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SEMS EOC Action Planning Format

CDHS EOC ACTION PLAN FOR:	DISASTER NAME:			
CURRENT OPERATIONAL PERIOD: (Enter Date and Time) From: ____ / ____ / ____ Hrs. To: ____ / ____ / ____ Hrs.	PLAN REVIEWED BY: _____ (Planning Intelligence Coordinator) PLAN APPROVED BY: _____ (EOC Director)			
MAJOR INCIDENTS/EVENTS IN PROGRESS: (Refer to current Situation Report) <table border="0"> <tr> <td>Situation: (Type of Incident or Event)</td> <td>Location: (Operational Area, City, Landmark)</td> <td>Mutual Aid Requested: (Yes/No – Op. Area Requesting)</td> </tr> </table> 1. 2. 3. 4.		Situation: (Type of Incident or Event)	Location: (Operational Area, City, Landmark)	Mutual Aid Requested: (Yes/No – Op. Area Requesting)
Situation: (Type of Incident or Event)	Location: (Operational Area, City, Landmark)	Mutual Aid Requested: (Yes/No – Op. Area Requesting)		

OVERALL CDHS EOC OBJECTIVES: (Operational Priorities)

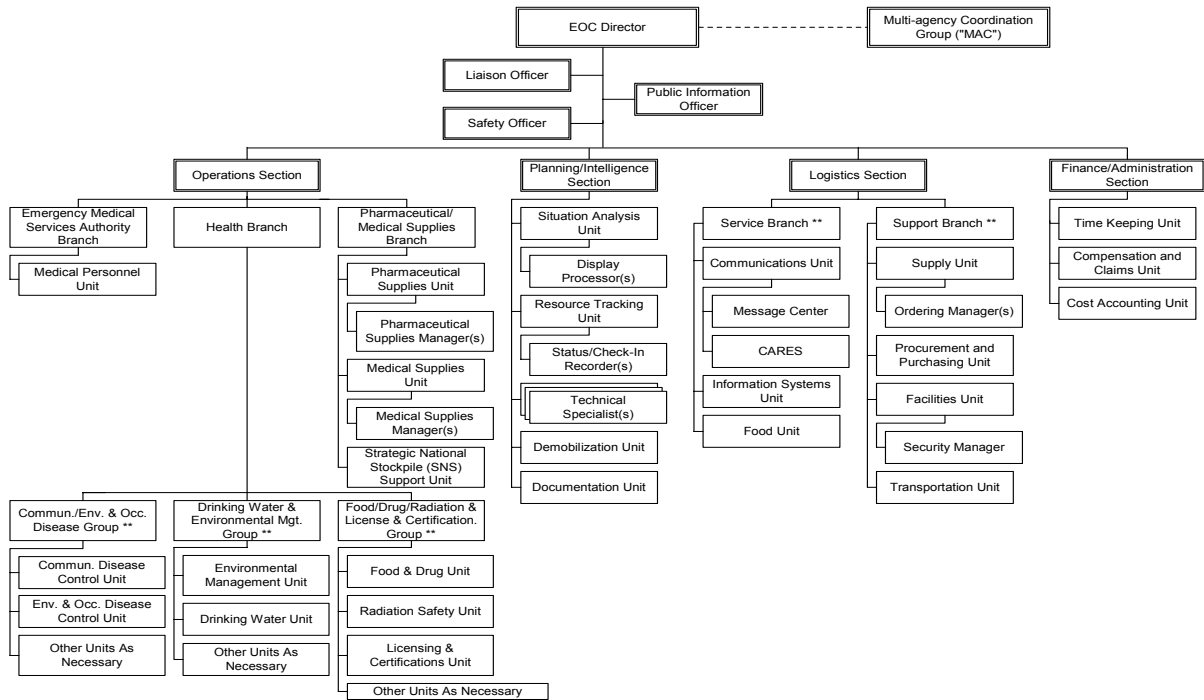
1.

2.

3.

4.

(INSERT CURRENT ORGANIZATION CHART AND ROSTER)



OUTSIDE AGENCY REPRESENTATIVES IN THE CDHS EOC:

Agency

SEMS Functional Assignment:

STATE AGENCY REPRESENTATIVES IN THE CDHS EOC:

Agency

SEMS Functional Assignment:

MANAGEMENT STAFF
OPERATIONAL OBJECTIVES:
(EOC Director/PIO/Liaison Officer/Safety Officer)

Objective:	Branch/Unit Responsible:	% Completed:	Est. Time Completed:
1.			
2.			
3.			
4.			
5.			
6.			

OPERATIONS SECTION OPERATIONAL OBJECTIVES:

(Law Enf. Coroner/Fire Rescue/Care-Shelter/Med-Hlth/Utilities/HazMat/Const. Eng.)

Objective:	Branch/Unit Responsible:	% Completed:	Est. Time Completed:
1.			
2.			
3.			
4.			
5.			
6.			

PLANNING INTELLIGENCE SECTION

OPERATIONAL OBJECTIVES:

(Situation -Analysis/Documentation/Advance Planning/Demobilization)

Objective:	Branch/Unit Responsible:	% Completed:	Est. Time Completed:
1.			
2.			
3.			
4.			
5.			
6.			

LOGISTICS SECTION OPERATIONAL OBJECTIVES:

(Resource Tracking/Info Systems/Transportation/Procurement/Facilities)

Objective:	Branch/Unit Responsible:	% Completed:	Est. Time Completed:
1.			
2.			
3.			
4.			
5.			
6.			

FINANCE/ADMINISTRATION SECTION **OPERATIONAL OBJECTIVES:**

(Purchasing/Compensation-Claims/Time/Cost Accounting/Recovery)

Objective:	Branch/Unit Responsible:	% Completed:	Est. Time Completed:
1.			
2.			
3.			
4.			
5.			
6.			

Attachment 12.3

SEMS AFTER-ACTION REPORT



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After-Action Report – vers 02/01/2001

Text in **RED** indicates a required field.

a) **Reported By:**

c) **Position:**

b) **Agency:**

d) **Phone:**

e) **Please select the level of this Report after completing the above information:**

- ☐ City ☐ Special District
☐ Operational Area ☐ OES Region
☐ OES Headquarters
(please wait after selecting)

PART I – GENERAL INFORMATION

1. Name of Agency: <input type="text"/>	2. Type of Agency: <div>Select a Type ▼</div> Specify Other: <input type="text"/>
3. OES Region: <input type="radio"/> Coastal <input type="radio"/> Inland <input type="radio"/> Southern	4. Dates of Event: (mm/dd/yyyy) Began: <input type="text"/> Ended: <input type="text"/>
5. Type of Event: <input type="radio"/> Table Top <input type="radio"/> Functional <input type="radio"/> Full-scale Or <input type="radio"/> Actual Occurrence <input type="radio"/> Planned Event Specify: <input type="text"/>	6. Hazard Type or Exercise Scenario: <div>Select a Hazard Type ▼</div> Specify Other: <input type="text"/>

PART II – SEMS FUNCTION EVALUATION

(Corrective Action Requirements (Enter Y) for required Correction)

FUNCTION “Management” EVALUATED:

SEMS Function (Each Function)	Total Participants	Evaluation
Management: Public Info., Safety, Liaison, Inter-agency Coordination, Security, etc.	<input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Planning <div><input type="text"/></div> <div>▲ ▼</div>
Training <div><input type="text"/></div> <div>▲ ▼</div>	Personnel <div><input type="text"/></div> <div>▲ ▼</div>	
Equip <div><input type="text"/></div> <div>▲ ▼</div>	Facilities <div><input type="text"/></div> <div>▲ ▼</div>	

FUNCTION “Field Command” EVALUATED:

SEMS Function (Each Function)	Total Participants	Evaluation	
Command (Field): Law Enforcement, Fire/Rescue, Const. & Eng., Med/Health, Care & Shelter	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Planning	
Training	<input type="text"/> ▲ <input type="text"/> ▼	Personnel	
Equip	<input type="text"/> ▲ <input type="text"/> ▼	Facilities	

FUNCTION “Operations” EVALUATED:

SEMS Function (Each Function)	Total Participants	Evaluation	
Operations: Law Enforcement, Fire/Rescue, Const. & Eng., Med/Health, Care & Shelter	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Planning	
Training	<input type="text"/> ▲ <input type="text"/> ▼	Personnel	
Equip	<input type="text"/> ▲ <input type="text"/> ▼	Facilities	

FUNCTION “Planning/Intelligence” EVALUATED:

SEMS Function (Each Function)	Total Participants	Evaluation	
Plan/Intel: Situation Stats, and Analysis, Document., Advance Planning, Demobilization, etc.	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Planning	
Training	<input type="text"/> ▲ <input type="text"/> ▼	Personnel	
Equip	<input type="text"/> ▲ <input type="text"/> ▼	Facilities	

FUNCTION “Logistics” EVALUATED:

SEMS Function (Each Function)	Total Participants	Evaluation	Planning
Logistics: Services, Support, Facilities, Personnel, Procurement, Supplies, Equip., Food, etc.	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement		<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement
Training	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Personnel	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement
Equip	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Facilities	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement

FUNCTION “Finance/Administration” EVALUATED:

SEMS Function (Each Function)	Total Participants	Evaluation	Planning
Finance/Admin: Purchasing, Cost Unit, Time Unit, Compensation And Claims, etc.	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement		<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement
Training	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Personnel	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement
Equip	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Facilities	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement

FUNCTION “Other...” EVALUATED:

SEMS Function (Each Function)	Total Participants	Evaluation	Planning
Other Participants: Exercise Staff, Community Volunteers, etc.	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement		<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement
Training	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Personnel	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement
Equip	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement	Facilities	<input type="text"/> <input type="radio"/> Satisfactory <input type="radio"/> Needs Improvement

PART III – AFTER-ACTION REPORT QUESTIONNAIRE

This questionnaire should be completed for all functional or full-scale exercises, and actual occurrences. Response to questions 20-24 should address areas as “needing improvement and corrective action” in Part II: as well as any “NO” answers given to questions 1-19 below.

Disaster Name:

Planned Event/Exercise Name:

Questions

YES/NO/NA

- | | | | |
|--|---------------------------|--------------------------|--------------------------|
| 1. Were procedures established and in place for response to the disaster? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 2. Were procedures used to organize initial and ongoing responses? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 3. Was the ICS used to manage field response? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 4. Was Unified Command considered or used? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 5. Was your EOC and/or EOC activated? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 6. Was the EOC and/or EOC organized according to SEMS? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 7. Were sub-functions in the EOC/EOC assigned around the 5 SEMS functions? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 8. Were response personnel in the EOC/EOC trained? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 9. Were action plans used in the EOC/EOC? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 10. Were action planning processes used at the field response level? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 11. Was there coordination with volunteer agencies such as the Red Cross? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 12. Was an Operational Area EOC activated? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 13. Was Mutual Aid requested? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 14. Was Mutual Aid received? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 15. Was Mutual Aid coordinated from the EOC/EOC? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 16. Was an inter-agency group established at the EOC level? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 17. Was communication established and maintained between agencies? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 18. Was the public alerting warning conducted according to procedures? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |
| 19. Was public safety and disaster information coordinated with the media? | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> NA |

20. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, equipment and other resources:

	▲
	▼
◀	▶

21. As you responded, was there any part of SEMS that did not work for your agency? If so, how would (did) you change the system to meet your needs?

	▲
	▼
◀	▶

22. As a result of your response, are any changes needed in your plans or procedures? Please provide a brief explanation:

	▲
	▼
◀	▶

23. As a result of your response, please identify any specific areas not covered in the current SEMS Approved Course of Instruction or SEMS Guidelines?

	▲
	▼
◀	▶

24. If applicable, what recovery activities have you conducted to date? Include such things as damage assessment surveys, hazard mitigation efforts, reconstruction activities and claims filed:

	▲
	▼
◀	▶

PART IV - NARRATIVE

Additional Comments:

	▲
	▼

Form Completed by:	Your Agency Name:	Report Due Date:	OES Use Only Date Received:
Work Phone:		Date Completed:	
			Received By:

Attachments:

To attach a file, push Browse and locate the file and press OPEN:

Cancel

Save/Submit

Attachment 12.4

SEMS ADVANCE PLANNING REPORT



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Advance Planning Report – vers 02/01/2001

Text in **RED** indicates a required field.

a) Reported By:
c) Position:

b) Agency:
d) Phone:

e) Please select the level of this Report after completing the above information:

- ☐ City ☐ Special District
☐ Operational Area ☐ OES Region
☐ OES Headquarters
(please wait after selecting)

f) The report type is: Initial

1. Event Name:

2. Event Date: Event Date/Time will be added after Submit is pushed (auto- fill)

3. Overall Status:

4. As Of: (auto- fill)

5. Area Affected:

6. Situation:

7. Weather – 36 to 72 hours forecast:

8. Continued, subsequent, and potential effects of the event:

9. Best estimate of the likely situation in 36 to 72 hours:

10. Projected requirement for State and Federal resources as a result:

11. Recommended priorities:

	▲
	▼

12. Identify issues and constraints that need to be addressed immediately:

	▲
	▼

13. Identify any recommended changes to SOC policy, organization, or procedures to better address the situation:

	▲
	▼

	19 Hours	36 Hours	72 Hours	Remarks
Transportation	NR ▼	NR ▼	NR ▼	▲ ▼
Communications	NR ▼	NR ▼	NR ▼	▲ ▼
HazMat	NR ▼	NR ▼	NR ▼	▲ ▼
Financial	NR ▼	NR ▼	NR ▼	▲ ▼
Fire Fighting	NR ▼	NR ▼	NR ▼	▲ ▼
Urban Search & Rescue	NR ▼	NR ▼	NR ▼	▲ ▼
Law Enforcement	NR ▼	NR ▼	NR ▼	▲ ▼
Correctional Facilities	NR ▼	NR ▼	NR ▼	▲ ▼
Emergency Services	NR ▼	NR ▼	NR ▼	▲ ▼

	19 Hours	36 Hours	72 Hours	Remarks
Health/Medical Services	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Governmental Services	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Public Works	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Water	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Food	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Mass Care	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Mobilization	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Demobilization	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>
Other	NR ▼	NR ▼	NR ▼	<div></div> <div>▲</div> <div>▼</div>

Cancel

Save/Submit

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Attachment 12.5

Draft SEMS DEMOBILIZATION PLAN



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Draft SEMS Demobilization Plan

DRAFT FORMAT

Demobilization Plan – vers. 06/03/02

- A) Reported By: B) Agency:
- C) Position: D) Phone:
- E) Please select the level of this Report after completing the above Information:
- ☐ City
 - ☐ Op Area
 - ☐ SOC/State Agency
 - ☐ Special District
 - ☐ OES Region

1. Demobilization Authorized By:



*SOC Director
REOC Director
EOC Director
EOC Director*

2. Demobilization Release Lists By Function:

a. Management Staff:

<u>Personnel:</u>		<u>Release Time:</u>	
<u>Name:</u>	<u>Position:</u>	<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Description of Equipment/Supplies:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Name/Location of Facilities:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			

b. Operations Section:

<u>Personnel:</u>		<u>Release Time:</u>	
<u>Name:</u>	<u>Position:</u>	<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Description of Equipment/Supplies:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Name/Location of Facilities:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			

c. Planning Intelligence Section:

<u>Personnel:</u>		<u>Release Time:</u>	
<u>Name:</u>	<u>Position:</u>	<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Description of Equipment/Supplies:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Name/Location of Facilities:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			

d. Logistics Section:

<u>Personnel:</u>		<u>Release Time:</u>	
<u>Name:</u>	<u>Position:</u>	<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Description of Equipment/Supplies:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Name/Location of Facilities:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			

e. Finance Administration Section:

<u>Personnel:</u>		<u>Release Time:</u>	
<u>Name:</u>	<u>Position:</u>	<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Description of Equipment/Supplies:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			
<u>Name/Location of Facilities:</u>		<u>Release Time:</u>	
		<u>Desired:</u>	<u>Actual:</u>
1.			
2.			
3.			

3. Contract Status/Administration:

Contract Item: <input type="text"/>	Vendor: <input type="text"/>	Return Status: <input type="text"/>	By: <input type="text"/>
		Returned (Date/Time) Enroute to Vendor Pending/Projected	Supply Procurement Purchasing Unit

4. Facility Status:

Facility Name: <input type="text"/>	Rental Agent: <input type="text"/>	Status: <input type="text"/>	By: <input type="text"/>
		Vacated (Date/Time) In progress Pending/Projected	Facilities Unit Purchasing Unit

5. Departure Interviews/After Action Report:

Name of Employee: <input type="text"/>	Position: <input type="text"/>	Time/Date Interviewed: <input type="text"/>	By: <input type="text"/>
			Personnel Unit Demobilization Unit
Summary of Interview Responses:			
Completed By: <input type="text"/>		Date/Time Submitted to Planning Intel Chief: <input type="text"/>	
Demobilization Unit Coordinator			
Post Operations Briefing:			
Conducted By: <input type="text"/>		Date/Time: <input type="text"/>	
Planning/Intelligence Coordinator			

Attachment 12.6

Forms Annex



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12.6 FORMS ANNEX

Copies of all forms used by CDHS during emergency response activities are contained in the FORMS ANNEX TO THE CDHS PUBLIC HEALTH EMERGENCY RESPONSE PLAN AND PROCEDURES.

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Attachment 12.7

EOC LAYOUT AND DIAGRAMS



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California Department of Health Services

Public Health Emergency Response Plan and Procedures

Appendices



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Appendix A

Executive Order W-9-91

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EXECUTIVE DEPARTMENT
STATE OF CALIFORNIA



EXECUTIVE ORDER W-9-91

WHEREAS, it is the responsibility of the State of California to maintain a high degree of preparedness in the event of disaster or of extreme peril caused by conditions of air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, an earthquake or volcanic prediction, an earthquake, warning of probable or imminent attack by an enemy of the United States, or other emergency conditions.

NOW, THEREFORE, I, PETE WILSON, Governor of the State of California, by virtue of the powers and authority vested in me by the Constitution and statutes of the State of California; and in accordance with the provisions of Sections 8567, 8587 and 8614 of the Government Code, do hereby rescind Executive Order No. D-25-83, and do hereby issue this order to become effective immediately:

1. The Director, Office of Emergency Services, who is also the State Director of Emergency Planning and the State Director of Civil Defense, shall be responsible for preparation of the State of California Emergency Plan and the submission thereof, through the California Emergency Council, to me for approval;
2. The Director, Office of Emergency Services, shall coordinate the activities of all state agencies relating to preparation and implementation of the California Emergency Plan; and each state agency and officer shall cooperate with the Director and render all assistance requested by the Director during response and recovery phases of proclaimed emergencies;
3. The Director, Office of Emergency Services, may assign specific emergency functions to a given state agency where such functions are consistent with duties and responsibilities identified in the State Emergency Plan. Such assignments will be made by Administrative Order issued by the Director, Office of Emergency Services;
4. The head of each department, bureau, board, commission and independent institution of state government, hereinafter referred to as an agency, is responsible for the emergency planning, preparedness and training of his or her agency;
5. Each agency shall establish a line of succession which includes at least three persons for each position that is assigned essential emergency functions, for both headquarters and major field divisions, as defined by agency director. The agency plan shall define the conditions to be met to shift responsibility to the next successor;
6. Each state agency is hereby authorized and encouraged to train its employees to properly perform emergency assignments. This includes participation in test exercises conducted by the agency or the Office of Emergency Services. Agency directors may allow compensation or compensating time off for training outside of regular working hours;

7. Draft copies of agency emergency plans and procedures designed to carry out emergency assignments shall be submitted to the Director, Office of Emergency Services, for review and approval prior to publication;
8. Each agency shall prepare for and respond to emergency situations by ensuring:
 - (a) The use of minimum resources required for continuation of normal services and redirection of all other resources to accomplish objectives in accordance with the California Emergency Plan and supporting agency emergency plans and procedures;
 - (b) Designation of facilities for emergency use;
 - (c) Protection of its personnel, equipment, supplies, facilities, and vital public records against the destructive forces of nature or man;
 - (d) Integration of resources from the private sector, which are commonly used by the agency, into the emergency response system.

IN WITNESS WHEREOF I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this 29th day of May 1991.

Pete Wilson

Governor of California

ATTEST:

Martha Jones

Secretary of State



Appendix B

Executive Order S-2-05

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Executive Order

EXECUTIVE DEPARTMENT

STATE OF CALIFORNIA



EXECUTIVE ORDER S-2-05 by the Governor of the State of California

WHEREAS, the President in Homeland Security Directive-5, directed the Secretary of the Department of Homeland Security to develop and administer a National Incident Management System, which would provide a consistent nationwide approach for federal, state, local, and tribal governments to work together more effectively and efficiently to prevent, prepare for, respond to, and recover from disasters, regardless of cause, size, or complexity; and

WHEREAS; California local and state government pioneered the development of standardized incident management systems to respond to a variety of catastrophic disasters, including fires, earthquakes, floods, and landslide; and

WHEREAS, in the early 1970s, the California fire service, in partnership with the federal government, developed the seminal emergency incident command system that has become the model for incident management nationwide; and

WHEREAS; in 1993, California was the first state to adopt a statewide Standardized Emergency Management System for use by every emergency response organization, and implemented a system involving local and state agencies to ensure the continual improvement of the Standardized Emergency Management System; and

WHEREAS, California local and state emergency management professionals have contributed their expertise to the development of the new National Incident Management System; and

WHEREAS, it is essential for responding to disasters and securing the homeland that federal, state, local, and tribal organizations utilize standardized terminology, standardized organizational structures, interoperable communications, consolidated action plans, unified command structures, uniform personnel qualification standards, uniform standards for planning, training, and exercising, comprehensive resource management, and designated incident facilities during emergencies or disasters; and

WHEREAS, the California Standardized Emergency Management System substantially meets the objectives of the National Incident Management System, and

WHEREAS, the National Commission on Terrorist Attacks (9-11 Commission) recommended adoption of a standardized Incident Command System nationwide.

NOW, THEREFORE, I, Arnold Schwarzenegger, Governor of the State of California, by virtue of the power vested in me by the Constitution and Statutes of the State of California, do hereby direct the following:

1. My Office of Emergency Services and Office of Homeland Security, in cooperation with Standardized Emergency Management System Advisory Board, will develop a program to integrate the National Incident Management System, to the extent appropriate, into the state's emergency management system.
2. The Office of Emergency Services will identify any statutes or regulations that need to be eliminated or amended to facilitate implementation of the National Incident Management System.
3. The Office of Emergency Services will report on the status of the implementation of the National Incident Management System to my Emergency Council no later than June 1, 2005.



IN WITNESS WHEREOF I have here unto set my hand and caused the Great Seal of the State of California to be affixed this the eighth day of February 2005.

/s/ Arnold Schwarzenegger

Governor of California

Appendix C

California Department of Health Services Administrative Order No. 79-22

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ADMINISTRATIVE ORDER
DEPARTMENT OF HEALTH SERVICES

AUTHORITY

- California Emergency Services Act
- Governor's letter to Agency Secretaries dated 9/12/00
- Executive Order W-9-91 dated 5-29-91
- California State Emergency Plan

PURPOSE

This Administrative Order:

1. Summarizes and expands upon the emergency preparedness, response, recovery, and mitigation functions of the State Agency established in the California State Emergency Plan.
2. Provides for the assignment of functions to State Agencies to be performed before, during, and after an emergency and for the coordination and direction of the emergency actions of such agencies.
3. Guides the Director of the Office of Emergency Services and the State Agency Director in coordinating priority tasks and programs that the State Agency will perform with respect to emergency preparedness, response, recovery, and mitigation.

GENERAL

4. As a supporting document to the California State Emergency Plan, the Administrative Order is in effect at all times in all political subdivisions of the State.

ROLE OF THE GOVERNOR'S OFFICE OF EMERGENCY SERVICES

5. The Office of Emergency Services coordinates the State's disaster preparedness, response, recovery, and mitigation activities, assisted by state agencies under the authority of the California Emergency Services Act, Executive Order W-9-91, California Disaster and Civil Defense Master Mutual Aid Agreement, and the California State Emergency Plan.
6. Upon direction of the Governor, the Director of the Office of Emergency Services may assign to a State Agency any activity concerned with the mitigation of an

emergency of a nature related to the existing powers and duties of such agency, and it shall thereupon become the duty of such agency to undertake and carry out such activity on behalf of the State.

7. OES, acting for the Governor, reserves the right to redirect resources based on an assessment of the totality of circumstances.

ROLE OF STATE AGENCIES

8. For purposes of the Administrative Order, State Agency means any department, division, independent establishment, or agency of the executive branch of state government.
9. State Agencies carry out assigned activities related to mitigating the effects of an emergency or disaster in full cooperation with each other, the Office of Emergency Services, and other political subdivisions providing assistance.
10. OES may, upon direction of the Governor, assign a State Agency to perform a service outside its normal statutory responsibility during a State of Emergency or State of War Emergency.
11. State Agencies may be requested to provide support under specific emergency or disaster situations even if the support task is not assigned in the State Emergency Plan.
12. As a signatory to the California Disaster and Civil Defense Master Mutual Aid Agreement, State government and all its departments and agencies, and the various political subdivisions of the state, render mutual aid to affected jurisdictions when requested.
13. All public employees are Disaster Service Workers and, as such, may be called upon to respond in a duly proclaimed emergency.

STATE AGENCY RESPONSIBILITIES

THE DEPARTMENT OF HEALTH SERVICES shall:

14. Use the Standardized Emergency Management System (SEMS) to coordinate multiple jurisdiction or multiple agency emergency and disaster operations. This requires State Agencies to plan, train, exercise, and respond using SEMS.
15. Accomplish the assigned objectives of the State Emergency Plan and the emergency operations activities associated with its jurisdictional authorities.

CONTINUITY OF GOVERNMENT

16. Establish a program for continuity of leadership and government authority to include the following:

- Succession to essential positions required to maintain decision authority.
- Pre-delegation of emergency authorities to key officials.
- Emergency action steps provided in emergency plans and emergency action plans.
- Department Operations Centers and alternate emergency operations centers.

CONTINUITY OF BUSINESS

17. Take all necessary and appropriate steps to continue essential services during an emergency.

18. Take appropriate measures to protect personnel, equipment, supplies, facilities, and vital public records against natural, man-made, and technological hazards.

19. Redirect all other resources, when tasked or as necessary and appropriate, to effectively mitigate any emergency or disaster.

20. Determine State Agency resources required to continue essential services, and develop the ability to track and allocate resources necessary to provide emergency response and recovery activities.

21. Coordinate development and integration of all appropriate emergency operational plans with the State Agency's emergency plan.

PREPAREDNESS

22. Designate in advance, and when requested by the Office of Emergency Services (OES), provide primary and alternate representatives for interagency emergency planning, notification, operations, recovery, mitigation, and public information.

23. In coordination with OES, develop and maintain plans and procedures to carry out emergency response and recovery responsibilities.

24. Develop and submit agency emergency plans to OES for review and approval.

25. Document the hazards, risks, and hazard mitigation measures in agency emergency management plans; upon request, provide hazard-related information to OES to ensure effective coordination and decision making in an emergency.
26. Coordinate plans, procedures, preparations, and training with affected federal, state, regional, local, quasi-public, and private entities.
27. Enter into working agreements as necessary with these entities, in coordination with OES, to promote effective emergency response and recovery.
28. Those agencies identified in the State Emergency Plan as lead or support for a function are responsible for working cooperatively with each other, and in coordination with OES, to prepare plans and procedures to carry out that function in an emergency.
29. Ensure that all personnel assigned specific responsibilities in support of this Administrative Order, the State Agency Emergency Plan, and the State Emergency Plan are adequately trained and prepared to assume those responsibilities.
30. Train personnel assigned emergency response and recovery functions at all organizational levels, conduct exercises, and participate in local, state, and federal agency exercises, including those conducted by OES.
31. Establish alerting and mobilization procedures.
32. Name a public information representative to coordinate Emergency Public Information plans and procedures with the Office of Emergency Services Public Information Office.
33. In the event of a threat of war or enemy-caused emergency or disaster, review the State Agency's readiness and take appropriate actions.

Department of Health Services-specific preparedness activities

- In accordance with the Memorandum of Understanding (MOU), provide support to the Emergency Medical Services Authority (EMSA) in planning for and responding to disasters involving mass casualties.
- In accordance with the Memoranda of Understanding (MOU) with EMSA and the Department of General Services (DGS), coordinate planning for the acquisition of medical supplies and pharmaceuticals following a catastrophic medical disaster.
- As required, assess Health, Safety, Emergency Preparedness, and Response Plans for facilities that the Department regulates.

- Establish measures to mitigate damage to property and protect public health from radiation hazards including incidents involving commercial nuclear power plants.
- Develop pre-scripted messages or fact sheets suitable for various disaster situations to inform the public on appropriate actions to protect their health and safety.

RESPONSE

34. Implement the applicable portions of Agency emergency plans.
35. Alert personnel and mobilize resources in affected areas.
36. Upon request, provide trained personnel, equipment, and essential incident-related information to OES to support response operations.
37. Coordinate emergency response with federal, state, local, and other agencies.
38. Establish liaison with allied governmental and private sector agencies in or adjacent to the disaster area as needed.
39. Provide public information support to Office of Emergency Services headquarters, regional offices, or local jurisdictions as required during state emergency or disaster response operations.
40. Locate and assess amounts of damage to any of the Agency's state-owned facilities or property under Agency jurisdiction. Report this information to OES as soon as possible.
41. Record and report to OES any costs incurred in carrying out emergency operations, in accordance with pre-established procedures.
42. A State Agency designated as lead in the State Emergency Plan for an emergency function or response and recovery activity is responsible for the overall management and coordination of that particular function or activity.
43. A State Agency designated as a support agency for an emergency function in the State Emergency Plan is responsible for providing support to the lead agency in carrying out that particular function.

Department of Health Services-specific response activities

- In disasters involving mass casualties or significant medical impact, support EMSA by activating and jointly administering the Department of Health Services

DHS/EMSA Emergency Operations Center (EOC) in accordance with the existing Memorandum of Understanding.

- Implement the Memoranda of Understanding with the DGS and EMSA to provide essential personnel, vendors, supplies, equipment and other operating elements as needed.
- Administer and coordinate disaster-related public health programs. Assist local public and environmental health agencies as requested.
- Ensure compliance with health regulations or grant waivers.
- Assist state and local agencies to ensure that the public is not subject to hazards resulting from exposure to medical wastes, contaminated shellfish growing or harvesting areas, and other environmental health hazards.
- Ensure the safety of food, drugs, medical devices, bottled or hauled water, and other consumer products in the disaster area.
- Inspect health facilities to determine their ability to provide patient care. Monitor the relocation or evacuation of patients from affected facilities.
- Evaluate public water systems and provide advice and assistance as needed to rapidly restore the provision of safe drinking water.
- Provide public health laboratory services to assist state and local agencies as requested.
- Provide technical advice and assistance to local vector control agencies as needed to assure the control of disease-transmitting insects and animals, including flies, mosquitoes, and rodents.
- Coordinate activities relating to the public health aspects of the California Air Pollution Emergency Plan with the California Air Resources Board (CARB).
- On request of local health departments, provide advice and assistance in the conduct of communicable disease surveillance, prevention, and control activities as necessary to protect public health.
- Implement measures to protect public health and mitigate damage to property from a radiological event.
- Assist state and local agencies as requested in the assessment of risk to responders and the public from hazardous material incidents.

- Provide health physics assistance regarding the use of Potassium Iodide (KI) by the public and emergency workers.
- Assist and augment local radiological monitoring and decontamination programs for emergency workers and evacuees in the event of a nuclear power plant or other radiological disaster.
- Analyze air, water, food, and fodder samples collected by state and local authorities related to radiological contaminants.
- During a war emergency, assign personnel to Office of Emergency Services (OES) to analyze RADEF information.
- Provide appropriate public health, environmental health, and medical information, including protective action recommendations, to the public in cooperation with the OES, EMSA, and local health departments.

RECOVERY

44. Upon request, provide personnel and equipment to OES to support recovery operations.
45. During recovery from a declared disaster, participate in the Public Assistance process, as appropriate.
46. Coordinate with OES to identify sensitive, environmental, and historic sites that should receive priority consideration.
47. Provide public information support as required to assist in recovery operations.
48. Develop and implement procedures to resume normal departmental activities.
49. Following involvement in a disaster, submit after-action reports detailing agency activities to OES consistent with the Standardized Emergency Management System.
50. Document response and recovery activities to include times, locations, type of activity, and cost estimates expended for labor and equipment.
51. In the event a declaration of a State of Emergency or Local Emergency results in an economic disaster as defined in Government Code, Section 8696.5 be prepared to take actions to provide continuity of effort conducive to long-range economic recovery.

Department of Health Services-specific recovery activities

- In coordination with federal, state, and local agencies and other researchers, conduct epidemiologic investigations as appropriate to assess the impact of the emergency on the public health.
- Provide technical advice and assistance to support the rapid restoration or replacement of facilities which process, store, and distribute food, drugs, medical equipment, and other products.
- Ensure that reliable clinical, environmental, and public health laboratory services and blood bank services are available to meet the needs of the disaster area.
- Work with health facilities, health care providers, and other state and local agencies to speed the recovery of the health care delivery system in the affected area.
- If feasible, provide interim payments to Medi-Cal service providers in the disaster area or responding to the disaster.
- When appropriate, modify or waive certain Medi-Cal eligibility requirements that would not result in any conflict with federal rules or state statute.
- Provide Medi-Cal program emergency information through Beneficiary Bulletins as appropriate.
- Work cooperatively with federal, state, and local agencies as appropriate to implement safety criteria for recovery, re-occupancy, and rehabilitation of areas evacuated as a result of radiological or other hazardous materials incidents.
- Provide emergency supplies of "death certificates" and "permit for disposition of human remains" forms and training in their use.

MITIGATION

52. Identify, document, and when practical, implement those activities that potentially could reduce or lessen the impact of an emergency.
53. Establish hazard mitigation as an integral element in operations and program delivery as appropriate.
54. During a Presidential declaration of a major disaster, participate in the Hazard Mitigation Planning process.

APPROVAL

55. This Administrative Order supersedes the State Agency Administrative Order dated May 29, 1991. The provisions hereof shall become effective on the date of signature below.

DIANA M. BONTÁ, R.N., Dr. P. H.
Director
Department of Health Services

GRANTLAND JOHNSON, Secretary
Health and Human Services Agency

Date:

Date:

DALLAS JONES, OES Director

Date: _____

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Appendix D

Management Memorandum MM 02-09 Government Code 14615(B)

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MANAGEMENT MEMO

SUBJECT:
STATEWIDE EMERGENCY COMMUNICATION PROTOCOL FOR STATE
FACILITIES AND STATE EMPLOYEES

REFERENCES:

GOVERNMENT CODE 14615(B)

NUMBER:

MM 02-09

DATE ISSUED:

April 05, 2002

EXPIRES:

UNTIL SUPERSEDED

ISSUING AGENCY:

DEPARTMENT OF GENERAL
SERVICES

While many emergencies in California, including earthquakes, fires, and manmade disasters, have been local events, the terrorism attacks of September 11, 2001 demonstrated that some emergencies may impact the entire state and thus require statewide communications and responses. This Management Memo outlines the communication process between the Governor's Office, OES, CHP, and state personnel and facilities in the event of a statewide emergency.

This Management Memo is designed to ensure that all state agencies/departments receive prompt emergency notifications from the OES, and have in place plans and procedures to communicate and respond to actual or potential emergencies. Agency Secretaries and other Cabinet level officers are responsible for administering and ensuring compliance with the provisions in this Management Memo. Constitutional Officers and the Administrative Office of the Courts may be included at their discretion in the implementation.

For purposes of administering this emergency notification system, and in establishing procedures for State agencies and departments to use internally in relaying information and instructions, before, during, and after conditions of emergency, the following will apply.

1. OES has established two categories of emergency notification messages:
 - a) The first, a "Notice of Potential Emergency" would indicate the existence of a credible threat of emergency within the state and would contain precautionary guidance or instructions.
 - b) The second, a "Notice of Emergency" would indicate the existence of emergency (including acts of terrorism) impacting state facilities or employees.
2. The following process will be used for identifying, assessing, communicating and mitigating the effects of potential or actual emergencies.
 - a) A natural or human caused threat/condition is perceived/received by a responsible agency and its potential impact determined. In the case of threats of terrorism, the OES will be notified. The State Threat Advisory Committee (S-TAC) may be notified and convene an emergency call.
 - b) A recommendation is developed, including suggested actions and messages and is soon after communicated to the Governor.
 - c) The Governor or his designee directs action to be taken.
 - d) OES delivers instructions to state agencies and departments (Secretaries, Undersecretaries, Directors and Chief Deputy Directors) by way of a page from the OES Warning Center.
 - e) State agencies and departments implement their emergency plans and carry out Governor's instructions while disseminating messages within their organization.
 - f) State departments provide subsequent instructions to employees pursuant to their Emergency Plans. (e.g. return to work messages).
 - g) Follow up messaging from OES would occur as necessary.

3. OES will furnish pagers to each Agency Secretary, Undersecretary, Department Director and Chief Deputy Director so they may receive messages on a 24 hour basis. These pagers will be incorporated in a paging database within the OES Warning Center. Cabinet Secretaries, Undersecretaries, and Department Directors (and equivalents from Boards or Commissions) and Chief Deputy Directors are required to ensure that pagers are monitored on a 24-hour basis. To ensure that contact information remains valid, all Agencies shall advise the OES Warning Center of personnel changes when they occur and provide updated contact information to the OES Warning Center to ensure prompt communication. The OES shall be reimbursed by the respective departments and agencies for the cost and maintenance of the pagers.
4. State Agencies/Departments shall develop an internal process to ensure that both "Notice of Potential Emergency" and "Notice of Emergency" messages are sent to their intended audience immediately. Department Directors must ensure that internal Emergency Communication systems are in place and kept current. Notification may be accomplished through a variety of means such as email distribution lists, telephone communication trees, building paging systems, public address systems, etc.
5. State Agencies/Departments shall develop and maintain an automated "call attendant" or similar system (e.g. 800 number) whereby state employees can receive instructions and guidance subsequent to an emergency. (e.g. return to work messages).
6. All State Agencies/Departments should immediately update their Emergency Preparedness Plans, Business Recovery Plans, and Business Continuity Plans to ensure emergency communications issues are addressed.
7. The CHP, pursuant to Government Code 14615(B), is the department responsible for employee and state facility safety by developing and maintaining model security plans, assisting with security audits of state facilities, and providing recommendations for facility safety and security improvements, in addition to law enforcement support.

INQUIRIES AND FOR FURTHER INFORMATION:

It is our goal that these proactive communication measures and subsequent planning actions will ensure the safety of state employees and customers working in state buildings. Please direct all inquiries and questions regarding the situation to the appropriate contact below:

For Questions On:

OES Paging: OES Warning Center (916) 262-1621

Facility Safety, Security & Emergency Plans: CHP Enforcement Services Division (916) 445-3253

Risk Management: Department of General Services (916) (916) 376-5271



Dallas Jones, Director
Governor's Office of Emergency Services



Barry D. Keene, Director
Department of General Services



D.O. Helmick, Jr., Commissioner
California Highway Patrol

Appendix E

Memorandum of Understanding: California Department of Health Services and Emergency Medical Services Authority

July 1988

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MEMORANDUM OF UNDERSTANDING
DEPARTMENT OF HEALTH SERVICES/EMERGENCY MEDICAL SERVICES
AUTHORITY

To enable the State to mount a comprehensive and effective disaster medical response in the event of a catastrophic disaster with mass casualties, the Department of Health Services (DHS) and the Emergency Medical Services Authority (EMSA) will engage in a cooperative effort.

Under the direction of the Director of EMSA (who is also the State Disaster Medical Services Coordinator), EMSA shall plan and coordinate the overall State medical response to a disaster involving mass casualties. In addition, EMSA shall provide support to DHS in planning for and responding to a catastrophic disaster.

EMSA shall:

1. Work with DHS staff assigned EMSA liaison responsibilities to ensure ongoing communication and maintain a mutual understanding of each department's role in response to a catastrophic disaster.
2. Work with the California Conference of Local Health Officers (CCLHO) and individual Health Officers to define their roles in the medical response to a disaster.
3. Develop guidelines which establish and/or reinforce disaster medical services systems at the county and regional level.
4. Identify and assist the preparedness of private sector medical personnel, supply/equipment and hospital resources needed to support the mass casualty response.
5. Develop and update mass casualty response resource lists.
6. Establish alerting and mobilization procedures for the mass casualty response.
7. Provide liaison(s) to DHS to work cooperatively in pre-disaster planning and training for the medical response procedures which are to be developed and documented by EMSA.
8. Assist in maintaining the Health and Welfare Agency Emergency Radio Station.
9. Design, activate, and evaluate joint periodic exercises with DHS and other agencies, as appropriate, to test emergency medical response capabilities.
10. Assist in the operation of the joint DHS/EMSA medical-health Emergency Operations Center.

Under the direction of the Director of Health Services, the Department of Health Services shall plan and implement DHS disaster response plans for: public and environmental health (sanitation, potable water, vector control, infectious disease control, laboratory services, and radiological health services); hazardous and/or toxic substance control; Medi-Cal; and licensing and certification. In addition DHS shall provide support to EMSA in planning for and responding to a catastrophic disaster involving mass casualties.

DHS shall:

1. Identify and assign DHS staff to:
 - Administer the joint DHS/EMSA Emergency Operations Center (EOC) pre-disaster planning and training programs, and the EOC disaster response.
 - Ensure ongoing communication with EMSA and maintain a mutual understanding of each department's role in response to a catastrophic disaster.
2. Work with the California Conference of Local Health Officers (CCLHO) and with individual Health Officers to define their role in the public and environmental health response to a disaster.
3. Plan and, as indicated, implement a joint Emergency Operations Center between DHS and EMSA from which the state's medical and public and environmental health emergency response can be run.
4. Arrange for and ensure that DHS staff receive training in the state emergency response system and in how to perform their DHS emergency responsibilities.
5. Review and comment on plans, procedures, resource directories and other disaster related documents prepared by EMSA, and approve those involving DHS programs and statutory responsibilities.
6. Assist in maintaining the Health and Welfare Agency Emergency Radio Station.
7. Design, activate and evaluate joint periodic exercises with EMSA and other agencies as appropriate to test coordinated emergency medical and public and environmental health response capabilities.

Kenneth W. Kizer, M.D., M.P.H.
Director
Department of Health Services

Bruce E. Haynes, M.D., Director
Emergency Medical Services
Authority

Date: _____

Date: _____

Appendix F

Memorandum of Understanding:

**California Department of General
Services,
California Department of Health Services
and
Emergency Medical Services Authority**

December 1998

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MEMORANDUM OF UNDERSTANDING

Between and Among
the

DEPARTMENT OF GENERAL SERVICES DEPARTMENT OF HEALTH SERVICES EMERGENCY MEDICAL SERVICES AUTHORITY

The Department of General Services (DGS), the Department of Health Services (DHS), and the Emergency Medical Services Authority (EMSA) agree to engage in a cooperative effort to enable the State to mount a comprehensive and effective disaster medical response in the event of a major disaster with medical supply concerns.

Under the guidance of the director of the Emergency Medical Services Authority and the director of the Department of Health Services, who together plan, coordinate and manage the State's overall disaster medical and health response, these agencies shall plan for the identification, acquisition and procurement of medical and pharmaceutical supplies and other equipment as necessary to mitigate the medical and health impact of victims after a major disaster.

EMSA and DHS shall:

1. Identify the medical supplies and pharmaceuticals most likely to be necessary in catastrophic disasters.
2. Identify and assign staff to participate with DGS in the development of plans, procedures and checklists for the acquisition of disaster medical and health supplies and equipment.
3. Develop and provide training and/or orientation for DGS staff as necessary and appropriate to ensure understanding of their roles and responsibilities as they pertain to the state disaster medical and health response system.
4. Design, participate in, and evaluate joint periodic exercises to test emergency medical response capabilities.
5. Work with DGS staff assigned as liaison to the State Disaster Medical and Health Joint Emergency Operations Center (JEOC) to ensure ongoing communication and to maintain mutual understanding of each department's role in response to a catastrophic disaster.

DGS Shall:

1. Identify and assign to work with DHS and EMSA in the development of response plans, procedures, checklists, training and exercises specific to procurement of medical and pharmaceutical supplies, materials and equipment.
2. Identify and assign DGS staff to conduct the disaster medical and health supply procurement function and to serve as liaison(s) to the JEOC.
3. Identify site(s) from which the medical supply procurement function will be conducted if not from the JEOC.
4. Identify vendor(s) and secure agreements and/or contracts as necessary and appropriate to fulfill and/or coordinate with other vendors for the procurement of medical and pharmaceutical supply, materials and equipment as identified in the joint DHS/EMSA/DGS plan and procedures. Contract requirements may include the following:
 - a. 24-hour emergency contact numbers
 - b. Logistical capabilities (warehousing, transportation, etc.)
 - c. Potential for line-item ordering
 - d. Ability to meet chain-of-custody requirements for scheduled drugs
5. Upon activation of the JEOC, provide staff to conduct emergency operations functions as identified in the joint DHS/EMSA/DGS emergency/response plans and procedures.
6. Upon activation by the JEOC, activate all vendor agreement(s).
7. Provide for the ordering of medical and pharmaceutical supplies, materials and equipment, as requested by DHS and/or EMSA.
8. Arrange for the transportation of requested resources to the affected areas or other designated delivery point.
9. Monitor status of supplies from initial order to delivery and final destination and report on this status as requested by the JEOC.
10. Maintain accurate records and provide, within 30 days of the close of the emergency operations, a complete and thorough accounting of all supplies ordered, purchased and delivered to enhance reimbursement and cost recovery activities in support of the medical and health response.
11. Participate in after-action reviews with DHS/EMSA, OES and other agencies as necessary to identify needed improvements in plans, procedures and checklists.

Prepare an after-action report regarding the procurement activities to document necessary changes in support of the State’s disaster medical and health response.

Richard E. Watson
Interim Director
Emergency Medical Services Authority

Date

S. Kimberley Belshe
Director
Department of Health Services

Date

Peter G. Stamison
Director
Department of General Services

Date

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Appendix G

Governor of California Emergency Standby Orders

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**ORDERS AND REGULATIONS WHICH MAY BE SELECTIVELY
PROMULGATED BY THE GOVERNOR DURING A STATE OF EMERGENCY**

(As currently approved by the California Emergency Council, promulgated by [previous] Governor's Executive Order and filed with the Secretary of State and with the county clerk of each county)

Order 1

It is hereby ordered that the period of employment for State Personnel Board emergency appointments, as provided in Section 19120 of the Government Code and State Personnel Board Rules 301-303, be waived for positions required for involvement in emergency and/or recovery operations. The requirements and period of employment for such appointments will be determined by the Director, California Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency.

Order 2

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all drugs and medical supply stocks intended for wholesale distribution shall be held subject to the control and coordination of the Department of Health Services, Food and Drug Section. Authority imparted under this Order, and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

Order 3

It is hereby ordered that during the proclaimed State of Emergency appropriate parts of Sections 18020-18026 of the Government Code and State Personnel Board Rules 130-139 be waived to permit cash compensation to personnel whose work is designated by the Director, California Office of Emergency Services, as essential to expedite emergency and recovery operations for all time worked over the employee's regular workweek, at a rate of 1-1/2 times the regular rate of pay. The Director, Office of Emergency Services, will also designate the beginning and ending dates for such overtime for each individual involved. This waiver shall not extend beyond the termination date of said State of Emergency.

Order 4

It is hereby ordered that, in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, the provisions of Sections 3247-3258 of the Civil Code relating to state contracting bonding requirements for the performance of heavy rescue, debris removal, expedient construction, preparation of mobile home sites, and related activities are suspended. This suspension shall not extend beyond the termination date of said State of Emergency.

Order 5

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, those zoning, public health, safety, or intrastate transportation laws, ordinances, regulations, or codes which the Director, California Office of Emergency Services, determines impair the provision of temporary housing be suspended for a time not to exceed 60 days after the proclaimed State of Emergency and authorization by the President upon the declaration of a Major Disaster for the Temporary Housing Program as prescribed in Section 404 of Public Law 93-288 and Section 8654(a) of the Government Code.

Order 6

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, distribution of intrastate petroleum stocks, including those in refinery storage, major distribution installations and pipeline terminals, shall be held subject to the control and coordination of the Energy Resources Conservation and Development Commission. Petroleum stocks may be prioritized and diverted for use into a disaster area or in support of disaster mitigation operations. Any and all actions taken shall be at the discretion and judgment of the State Fuel Allocator, California Energy Commission, for use in disaster mitigation. Such actions shall be coordinated with and prioritized by the Director, Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency.

Order 7

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all banks will take emergency operating actions pursuant to Section 1916 of the Financial Code. Actions taken under this Order, and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

Order 8

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that area (s) designated by the Director, California Office of Emergency Services, outside of the proclaimed area (s) but which is (are) essential to the health and welfare of the human and livestock population within California, all state and local laws, regulations, and ordinances regulating environmental quality standards may be waived, if necessary, to allow for the successful disposition of large numbers of animal carcasses which would exist should a catastrophic disease enter a livestock, poultry or wildlife population. A waiver shall constitute an action separate from the action taken to declare an emergency and shall not be granted unless essential to the health and welfare of human and livestock population as determined by the Director, California Office of Emergency Services. All actions taken to dispose of animal carcasses under this Order shall minimize, to the greatest extent possible, any detrimental affects on the environment.

Actions taken under this Order shall be coordinated with the Director, Department of Food and Agriculture, with priority established by the Director, California Office of Emergency Services, but shall not extend beyond the termination date of said State of Emergency. Any action involving the burning of carcasses shall only be done after consultation with the Air Resources Board.

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Appendix H

Regional Medical/Health Coordinator Emergency Plans Contact Information

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Regional Disaster Medical/Health Coordinators

The contact information for the Regional Disaster Medical/Health Coordinators is maintained in a database managed by the Emergency Preparedness Office Planning and Response Section.

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Appendix I

CDHS General Emergency Plan Guidance

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DEVELOPING A DISASTER PLAN

INTRODUCTION

Before staff can begin to develop a disaster plan, there must be full commitment from all management levels and this process must be assigned a high level of priority. It is important that key program staff be involved at various levels of plan development and implementation for the plan to be successful. It must also be understood that developing an emergency response plan is an ongoing process, not a task to be completed and filed on a shelf. To have an effective response to an emergency, your plan must be carefully developed, appropriate to your needs, routinely reviewed and updated, and practiced.

OBJECTIVES

- Establish disaster planning as a high priority.
- Obtain full support, conceptually and financially, for plan development and maintenance.
- Develop a comprehensive disaster response plan.

BEFORE THE INCIDENT

- Select/Identify an individual or group of individuals to develop the plan. The size of the team will depend on the level of the program's responsibilities, operations, and resources.
- Obtain approval of upper management to authorize the time needed for the planning process.
- Empower the team, in writing, with the authority and responsibility of plan development and maintenance.
- Issue a "Mission Statement" to define the purpose of the plan and the authority and structure of the planning group; include financial support.
- Establish a work schedule and planning deadlines for the planning team.
- Identify internal resources and capabilities.
- Gather information about your current responsibilities, capabilities, and response expectations.
- Identify the laws and regulations that provide the specific authority for your program to conduct its activities. Be sure to consider the California Health and

Safety Code, California Code of Regulations, and other statutes and regulations applicable to your program.

- Identify critical operations that will be given priority in an emergency.
- Develop Emergency Operations Center (EOC) organization structure and staffing list.
- Identify the reporting relationships and chain of command required to contact the CDHS Emergency Operations Center (CDHS EOC), and applicable emergency operations centers at the local level.
- Develop a relationship with the individual(s) who represent your activities at the (CDHS EOC) during a disaster.
- Ensure that the plan includes a response to incidents that do not rise to the level of “declared disasters” but may require increased public and environmental health response such as hazardous material incidents, food borne illness outbreaks, etc.
- Contact the local emergency planning office for communities with program field offices to determine the typical emergencies to which program staff may need to respond, i.e., earthquakes, fires, floods, and hazardous materials releases. Review and identify your program facilities that can be impacted by those events.
- Identify how program staff will respond to the event to protect public health.
- Determine if there are other vulnerable program facilities or areas that could be impacted and ensure that the emergency plan includes these hazards.
- Establish guidelines that identify various levels of plan activation and appropriate personnel to respond.
- Determine specific goals for the plan development team and set achievable objectives and timelines.
- Make a list of tasks to be performed and assign responsibilities within the team.

PLAN ELEMENTS

Include the following elements in the plan:

Introduction

- Provides a brief overview of the purpose for the plan

Authorities and References

- ❑ Provide lists of legal authorities that allow the program to conduct its activities

► Emergency Management Organization

- ❑ Describes the emergency management structure in place for your program and how the program fits into the local, regional, or state response structure.
- ❑ Identifies who is in charge
- ❑ Describes the continuity of management for the program
- ❑ Establishes compliance with the Standardized Emergency Management System (SEMS)
- ❑ Provides a description of the Incident Command System and how it relates to your field response activities.

Concept of Operations

- ❑ Describes the emergency response procedures (plan activation, call down etc.) that will be implemented.
- ❑ Describes the role of each unit within your program.
- ❑ Identifies how priorities will be set.
- ❑ If applicable describes structure and organization of EOC.
- ❑ Describes how mutual aid or supplemental resources will be requested or provided and how outside resources will be integrated into your program's response.
- ❑ Description of field response and relationships to JEOC.
- ❑ Relationships with federal agencies.

► Supporting Documents and Appendices

- ❑ Includes supporting documents such as detailed procedures,
- ❑ checklists, phone rosters, resource lists, lists of useful acronyms, a glossary of terms, etc. Also includes copies of forms necessary for financial record keeping and reporting response status.

► Incorporate the plan into the program's operations including:

- ❑ Conduct orientation sessions for staff
- ❑ Ensure that all staff understands their role in an emergency.
- ❑ Conduct emergency exercises both internally and in coordination with other agencies.
- ❑ At least annually, evaluate and modify the plan as necessary.

DURING THE INCIDENT

- ❑ Activate the phases of the plan as appropriate.
- ❑ Review the elements of the plan and make changes as needed.

AFTER THE INCIDENT

- ❑ Conduct an in-depth review and critique of response activities and the emergency plan with staff and with other organizations or agencies with which you interacted. Review all activities associated with the incident and make recommendations for change.
- ❑ Create a detailed after-action report on all activities of the program during the incident.
- ❑ Make adjustments to the plan based on the lessons learned during the response.

Appendix J

List of Acronyms

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LIST OF ACRONYMS **CALIFORNIA DEPARTMENT OF HEALTH SERVICES** **EMERGENCY RESPONSE PLAN**

AAR	After Action Report
CARES	California Amateur Radio Emergency Service
CBO	Community Based Organizations
CBRNE	Chemical, Biological, Radiological, Nuclear, Explosive
CCR	California Code of Regulations
CDC	Centers for Disease Control and Prevention (Federal)
CDHS	California Department of Health Services
CDHS EOC	California Department of Health Services Emergency Operations Center
CFR	Code of Federal Regulations
CHP	California Highway Patrol
CNG	California National Guard
COG	Continuity of Government
COOP	Continuity of Operations
DCO	Defense Coordinating Officer
DGS	Department of General Services
DHHS	Department of Health and Human Services (Federal)
DMAT	Disaster Medical Assistance Team
DOD	Department of Defense (Federal)
DOE	Department of Energy (Federal)
DOF	Department of Finance
DOMS	Director of Military Support
EMSA	Emergency Medical Services Authority
EOC	Emergency Operations Center
EPA	Environmental Protection Agency (Federal)
EPO	Emergency Preparedness Office (CDHS)
ESA	California Emergency Services Act
ESF#8	Emergency Support Function #8 (Federal)
FEMA	Federal Emergency Management Agency
FI	Fiscal Intermediary
ICP	Incident Command Post
ICS	Incident Command System
JIC	Joint Information Center
LHO	Local Health Officer
MAC	Multi-Agency Coordination
MHOAC	Medical Health Operational Area Coordinator
MOU	Memorandum of Understanding
NDMS	National Disaster Medical System
NGO	Non-Governmental Organizations
NIMS	National Incident Management System
NRC	Nuclear Regulatory Commission (Federal)
NRP	National Response Plan

OA	Operational Area (County)
OES	Governor's Office of Emergency Services
OHS	Office of Homeland Security (California)
OSHPD	Office of Statewide Health Planning and Development (California)
RDMHC	Regional Disaster Medical Health Coordinator
RDMHS	Regional Disaster Medical Health Staff
REOC	Regional Emergency Operation Center (State)
RIMS	Response Information Management System
ROC	Regional Operations Center (Federal)
SEMS	Standardized Emergency Management System
SNS	Strategic National Stockpile
SOC	State Operations Center
SOP	Procedure Standard Operating
USDHS	United States Department of Homeland Security (Federal)
USPHS	United States Public Health Service (Federal)
VA	Department of Veterans Affairs (Federal)
WIC	Women, Infants, and Children Supplemental Food

Appendix K

Glossary

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Glossary

This glossary contains definitions of general emergency management terminology. Users should supplement this glossary with agency-specific terms and definitions as appropriate.

A

Action Plan: The plan prepared in the EOC containing the emergency response objectives of that SEMS level reflecting overall priorities and supporting activities for a designated period. The plan is shared with supporting agencies. See also Incident Action Plan.

Action Planning Meeting: A meeting conducted by the EOC Director and the Planning/Intelligence Section Coordinator to determine overall objectives along with specific operational objectives for each SEMS Function. Information generated from the meeting is incorporated into the Action Plan.

Activation: Initial activation of an EOC may be accomplished by a designated official of the emergency response agency that implements SEMS as appropriate to accomplish the agency's role in response to the emergency.

Advance Plan: A plan that focuses on future potential operational issues that might arise as a result of the emergency or disaster. These issues may consist of political, economical, environmental, social, or other related problematic conditions that could arise 36-72 hours or more beyond the Action Planning operational period.

After-Action Report: A report that examines response actions, application of SEMS, modifications to plans and procedures, training needs, and recovery activities. After action reports are required under SEMS after any emergency that requires a declaration of an emergency. Reports must be submitted within 90 days to OES.

Agency: An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency and Multi-agency.)

Agency Dispatch: The agency or jurisdictional facility from which resources are allocated to incidents.

Agency Executive or Administrator: Chief executive officer (or designee) of the agency or jurisdiction. This person generally has policy authority and can determine agency priorities in an emergency.

Agency Representative: An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer at the incident, or EOC.

Assignments: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident or EOC Action Plan.

Assisting Agency: An agency directly contributing tactical or service resources to another agency.

B

Branch: The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches are also used in the same sequence at the SEMS EOC Level.

Branch Director: The ICS title for individuals responsible for supervision of a Branch at the Field Level. At the SEMS EOC Level, the title Branch Coordinator is used.

Branch Coordinator: See Branch Director

C

Cache: A pre-determined complement of tools, equipment and/or supplies stored in a designated location, available for incident use.

Chain of Command: A series of management positions in order of authority.

Check-in: The process whereby resources first report to an incident or into an EOC.

Clear Text: The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

Command: The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post: (See Incident Command Post)

Command Staff: The Command Staff at the SEMS Field Level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions are also found at the EOC levels in SEMS and are called the Management Staff.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident or at an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.

Community Based Organization: A local organization (which may or may not be an affiliate of a national organization) with a primary mission to provide services to specific groups of people. This could include services to people who are developmentally disabled, homeless, low-income elderly, non-English speaking, or others. CBOs are usually nonprofit organizations. Most have a 501 (c) (3) tax-exempt status from the Internal Revenue Service. Some may have the nonprofit status from the Franchise Tax Board. In size, they range from all-volunteer organizations that get by on virtually no budget, to multi-million dollar operations. Examples include Food Banks, Centers for Independent Living, Immigration Assistance Programs, Easter Seals, Neighborhood Clinics, and Family Centers.

Compensation/Claims Unit: Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries or fatalities at the incident or within an EOC.

Cost Accounting Unit: Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Cooperating Agency: An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, telephone company, etc.).

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra-or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency

delegations, procedures, legal authority, etc. Mutli-agency or Inter-agency coordination is found at all SEMS levels.

Coordination Center: Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

Cost Accounting Unit: Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Cost Sharing Agreements: Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency or jurisdictional representatives at the incident.

D

Demobilization Unit: Functional unit within the Planning/Intelligence Section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.

Deputy (Incident Commander, EOC Director, Section Chief/Coordinator or Branch Director/Coordinator): A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC Levels.

Disaster: A sudden calamitous emergency event bringing great damage loss or destruction.

Division or Group Supervisor: The position title for individuals responsible for command of a Division or Group at an Incident. At the EOC level, the title is Group Coordinator.

Documentation Unit: Functional unit within the Planning/Intelligence Section responsible for collecting, distributing, recording and safeguarding all documents relevant to an incident or within a EOC.

E

Emergency: A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm,

epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

Emergency Management Coordinator: The individual within each jurisdiction that is delegated the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts.

Emergency Management Director (Emergency Services Director): The individual within each political subdivision or agency that has overall responsibility for emergency management. For cities and counties, this responsibility is commonly assigned by local ordinance.

Emergency Medical Technician (EMT): A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

Emergency Operations Center (EOC): A facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Emergency Operations Plan: A plan that each agency or jurisdiction develops and maintains that assigns responsibilities, describes procedures, and provides overall direction for the response to the emergency or disaster.

Emergency Response Agency: Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

Emergency Response Personnel: Personnel affiliated with or sponsored by emergency response agencies.

EOC Action Plan: The plan developed at SEMS EOC levels, which contains objectives, actions to be taken, assignments and supporting information for the next operational period.

Executive Staff: CDHS Chief Deputy Directors and Deputy Directors

F

Facilities Unit: Functional unit within the Logistics Section at the EOC that provides for facilities and other related services in support of the emergency response.

Finance/Administration Section: One of the five primary functions found at all SEMS levels, which is responsible for all costs and financial considerations. The Section usually consists of the following units: Time Keeping Unit, Cost Accounting Unit, Compensation and Claims Unit, and Procurement Unit.

Food Unit: Functional unit within the Service Branch of the Logistics Section responsible for providing meals for incident or EOC personnel.

Function: In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning/Intelligence, Logistics and Finance/Administration. The same five functions are also found at all SEMS EOC Levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

Functional Element: Refers to a part of the incident, EOC organization such as section, branch, group or unit.

G

General Staff: Section Chiefs in charge of four of the five SEMS Functions. They report to and advise the Incident Commander. A typical General Staff is shown below:

- Operations Section Chief
- Planning/Intelligence Section Chief
- Logistics Section Chief
- Finance/Administration Section Chief

At the EOC level, the position is the Section Coordinator.

H

Hierarchy of Command: (See Chain of Command)

I

Incident: An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan: The plan developed at the field response level, which contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written. At the SEMS EOC level it is called the EOC Action Plan.

Incident Commander: The individual responsible for the command of all functions at the SEMS Field Response Level.

Incident Command Post (ICP): The location from which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

Incident Command System (ICS): The nationally used standardized on-scene command system specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish the tactical objectives of an incident.

Information Systems Unit: Functional unit within the CDHS EOC Logistics Section responsible for the CDHS EOC computer system hardware and software and its application relative to CDHS EOC operations.

J

Jurisdiction: The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district, city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.).

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

L

Liaison Officer: A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC Levels, reports directly to the EOC Director and coordinates the initial entry of Agency Representatives into the Operations Center and also provides guidance and support for them as required.

Local Agency: The Government Code 8680.2 defines local agencies as any city, city and county, county, school district or special district.

Logistics Section: One of the five primary functions found at all SEMS levels. The Section is responsible for providing facilities, services and materials for the incident or at an EOC.

M

Management by Objectives: In SEMS field and EOC levels, this is a top-down management activity, which involves a three-step process to achieve the desired goal. The steps are: establishing the objectives, selection of appropriate strategy(s) to achieve the objectives, and the direction or assignments associated with the selected strategy.

Management Staff: See Command Staff.

Master Mutual Aid Agreement: An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivisions, municipal corporations, and public agencies of the State of California to assist each other by providing resources during an emergency. Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other in response to any type of disaster or emergency.

Message Center: The Message Center is part of the Incident or EOC Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information to appropriate locations at an incident or within an EOC.

Mobilization: The process and procedures used by all organizations federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support a disaster or emergency.

Multi-Agency or Inter-Agency Coordination: The participation of agencies and disciplines involved at any level of the SEMS organization working together in a

coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-Agency Coordination System (MACS): The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multi-jurisdictional environment. A MAC Group functions within the MACS.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Mutual Aid Coordinator: An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

Mutual Aid Region: A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more operational areas.

O

Office of Emergency Services (OES): The Governor's Office of Emergency Services.

Operational Area: An intermediate level of the state emergency organization, consisting of a county and all other political subdivisions within the geographical boundaries of the county.

Operational Period: The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section: One of the five primary functions found at all SEMS levels. The Section is responsible for the coordination of operational activities at an EOC. The Operations Section at the EOC contains Branches or Units necessary to maintain appropriate span-of-control.

Ordering Manager: The position responsible for placing all orders for supplies and equipment for the incident.

P

Planning/Intelligence Section: One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, analysis and dissemination of information related to the emergency, and for the preparation and documentation of Action Plans. The section also maintains information on the current and forecasted situation, and is responsible for Advance Planning and Demobilization as well.

Public Information Officer: A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and the media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants.

Procurement and Purchasing Unit: Functional unit within the CDHS EOC Logistics Section responsible for financial matters involving vendor contracts and payments.

R

Recorders: Individuals within ICS or EOC organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics and Finance/Administration Units.

Region Emergency Operations Center (REOC): Facilities found at State OES Administrative Regions. REOCs provide centralized coordination of resources among operational areas within their respective regions, and between the operational areas and the state level.

Resources: Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

Resource Tracking Unit: Functional unit within the Planning/Intelligence Section at the SEMS EOC Level responsible for recording the status of resources committed to the EOC.

S

Safety Officer: A member of the Command Staff (Management Staff at the SEMS EOC Levels) at the incident or within a EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer generally has a background in risk management and has the

authority to cease all unsafe operations under the direct authority of the Incident Commander or EOC Director. The Safety Officer may have assistants.

Section: The organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning/Intelligence, Logistics, Administration/Finance.

Section Chief: The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence, Logistics, and Finance/Administration. At the EOC level, the position is the Section Coordinator.

Section Coordinator: See Section Chief.

Service Branch: A Branch within the Logistics Section responsible for service activities at the incident or an EOC. It includes the Communications Unit, Medical and Food Units.

Situation Analysis Unit: Functional unit within the Planning/Intelligence Section responsible for the collection, organization and analysis of information. The unit is responsible for developing the EOC Situation Report.

Span-of-Control: The supervisor/subordinate ratio maintained within an EOC organization. In most instances, a span-of-control of five-positions reporting to one supervisor is considered optimum.

Special District: A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate and maintain systems, programs, services, or projects (as defined in California Code of Regulations Section 2900(s) for purposes of natural disaster assistance. This may include a joint powers authority established under Section 6500 et.seq. of the Code.

Standardized Emergency Management System (SEMS): A system required by California Government Code for managing response to multi-agency and multi-jurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field response, Local Government, Operational Area, Region and State.

State Operations Center (SOC): The SOC is operated by the Governor's Office of Emergency Services at the state level in SEMS. It is responsible for centralized coordination of state resources in support of the three OES Administrative Regions (REOCs). It is also responsible for providing updated situation reports to the Governor and legislature.

Supply Unit: Functional unit within the Logistics Section responsible for the ordering of personnel, equipment and supplies for incident or EOC operations. At the SEMS EOC Levels it is the Supply/Purchasing Unit.

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment and supplies to support incident or EOC operations. Includes the Supply, Facilities and Ground Support (Transportation Unit at the SEMS EOC Levels) Units and the Procurement and Purchasing Unit at the CDHS EOC.

T

Technical Specialists: Personnel with special skills that can be used anywhere within the ICS or EOC organization.

Time Keeping Unit: Functional unit within the Finance/Administration Section responsible for recording time worked by personnel assigned to the EOC. The unit may also track time for rented or leased facilities or equipment acquired for support of the EOC.

Transportation Unit: The unit responsible for the transportation of personnel, supplies, food and equipment.

U

Unified Command: In ICS, Unified Command is a unified team effort that allows all agencies with legal, functional, or geographical responsibility for the incident, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

Unit: An organizational element having a focused functional responsibility. Units are commonly found in EOC organizations in each of the five SEMS Functional Sections.

Unity of Command: The concept by which each person within an organization reports to one and only one designated supervisor.